

**STATE OF WISCONSIN
DEPARTMENT OF HEALTH AND FAMILY SERVICES
Division of Disability and Elder Services**

Central Wisconsin Center For the Developmentally Disabled



**ANNUAL REPORT
Fiscal Year: July 1, 2002 - June 30, 2003**

Central Wisconsin Center

VISION STATEMENT

Central Wisconsin Center is an internationally recognized leader operating within an environment of excellence. As a partner in the comprehensive, statewide provider network, we open doors to an unlimited universe of opportunities and choices that promote self-determination and independence for people with developmental disabilities.



MISSION STATEMENT

Central Wisconsin Center is a partner in Wisconsin's integrated system of comprehensive services for citizens with developmental disabilities and their families. As a contemporary leader, we offer an array of innovative, specialized, habilitative, educational, health, and support services in a variety of settings. Excellence and respect are emphasized by a dedicated family of highly-trained staff who promote self-determination and human development to assist people in improving the quality of their lives.



Jim Doyle
Governor

Helene Nelson
Secretary

State of Wisconsin
Department of Health and Family Services

DIVISION OF DISABILITY AND ELDER SERVICES

CENTRAL WISCONSIN CENTER
FOR THE DEVELOPMENTALLY DISABLED
317 KNUTSON DRIVE
MADISON WI 53704-1197

Telephone: 608-301-9200
FAX: 608-301-9423
TTY: 608-301-1807
www.dhfs.state.wi.us

Theodore J. Bunck
Center Director

M E M O R A N D U M

Date: August 29, 2003

To: Sinikka Santala, Administrator, Division of Disability and Elder Services

From: Theodore J. Bunck, Ph.D., NHA

Re: FY 2003 Annual Report

Dear Ms. Santala:

It is with a great deal of pride that I am presenting the FY 2003 Central Wisconsin Center Annual Report. This report reflects the accomplishments and challenges faced by CWC. More importantly, it reflects the Center's long standing tradition of excellence.

During FY 03 CWC brought more employees into the quality improvement process. Meaningful ways for employee involvement is one of the reasons that even under challenging times; overall employee morale has improved.

The Center also opened the Short Term Assessment Program (ITP) and continues to operate Medical Short Term Care at capacity. These short term, community oriented programs provide vital services that support people so that they can successfully live in Wisconsin's communities.

Health care workforce issues that are difficult throughout Wisconsin and much of the country faced us daily. Fortunately, through aggressive recruiting and extensive retention efforts, CWC continued to maintain CNAs, RNs and LPNs at rates that are better than comparable Dane County averages.

The parents and families of the people who live at CWC remained very active. The FY 2003 annual parent meeting was well attended, as was the briefing provided by Diane Welsh who represented the Office of the Secretary. Likewise, the annual picnic had the best attendance in anyone's memory.

The Center's accomplishments, both large and small, are demonstrable indicators of a program that is highly professional and compassionate. CWC is truly a place where our logo says it all, "People Caring for People."

It is an honor to be part of such an organization.



Administrative Staff

(Left to Right) Front:

Cynda Solberg, Kathlyn Steele, Greg Kesling, Barbara Bronte

(Left to Right) Back:

**Nathan Page, MD, Jeff Tagliapietra, Diana Morehouse,
Kathleen Mueller, Theodore Bunck, PhD**

Department of Health and Family Services

Division of Disability and Elder Services

Central Wisconsin Center for the Developmentally Disabled

Theodore J. Bunck, Ph.D., Director

ADMINISTRATIVE STAFF

Barbara Bronte, Human Resources Director

Greg Kesling, Director of Resident Programs and Psychology Services

Diana Morehouse, Director of Resident Living Services

Kathleen Mueller, Staff Training Director

Nathan Page, M.D., Medical Services Director

Cynda Solberg, Management Services Director

Kathlyn Steele, Nursing Director

Jeff Tagliapietra, Community and Social Services Director

**Intranet: dhfsweb/dctf_cwc/index.htm
Internet: www.dhfs.state.wi.us/DD_CWC**

CONTENTS

	Page
Vision / Mission Statement.....	I
Memo from the Director of CWC.....	II
Administrative Staff	III
Contents	V
Population Statistics	VII
Costs FY 2003	IX
Staff Positions.....	X
Center Programs.....	1
Adapted Physical Education	2
Adult Vocational Therapy Services.....	3
Cardinal School / Education Services	4
Communication Development.....	4
Dental Clinic	5
Employee Health	6
Environmental Services.....	7
Facility Services	8
Food Services	9
Forward Focus Quality Improvement Program.....	9
Foster Grandparent Program	10
Genetic Counseling Services	11
Infection Control Activities.....	12
Information Services.....	13
Medical Services	15
Music Therapy.....	17
Nursing Services.....	20
Peer Crisis Intervention Program	24
Pharmacy Services	24
Psychology Services	26
Qualified Mental Retardation Professional.....	28
Rehabilitation Services.....	29
Religious Services	34
Resident Living	34
Social Services.....	35
Staff Training and Development / Community Training	37
Take Your Child To Work Day	40
Therapeutic Recreation	40
Transportation Services	44
Volunteer Services.....	45
Community Services Programs.....	49
Admission Services	50
Community Capacity Team	51
Developmental Evaluation Clinic	52
Outpatient Dental Clinic.....	53
Short-Term Care Unit.....	54
Short-Term Assessment Program	54
Transition to Community Living Services	55

LIST OF TABLES

	Page
TABLE I - Population Statistics	VII
TABLE II - Level of Retardation by Population	VIII
TABLE III - Cost FY 2003	IX
TABLE IV - FY 2003 Staffing	X
TABLE V - Restraint Trends	27
TABLE VI -Time-Out Trends	28
TABLE VII -Therapy Services	29
TABLE VIII - Rehab Lab Orders Completed	30
TABLE IX - Sharing of Talents Events	42
TABLE X - Admission Case Statistics	51
TABLE XI - DEC Statistics	53

TABLE I
Population Statistics

<u>STATISTICAL INFORMATION</u>	<u>FISCAL YEAR 2002</u>	<u>FISCAL YEAR 2003</u>
AVERAGE DAILY POPULATION	363	352
UNITS OF SERVICE PROVIDED	132,611	128,675
ADMISSIONS		
TOTAL	180	219
Short Term	180	219
Care and Treatment	0	0
DISCHARGES		
TOTAL	188	220
Short Term	182	215
Care and Treatment	6	5
Interstate Compact Transfer	0	0
PLACEMENT LOCATION		
Own Home	141	158
Foster Home	26	27
Group Home	4	9
Supportive Home Living	2	0
Adult Family/Adult Foster Home	10	8
Community Based Residential Facility	1	1
Nursing Home	1	1
ICF-MR (Hearthside)	0	16
Other	3	0
DEATHS	9	3

DEMOGRAPHICS OF POPULATION ON JUNE 30, 2003

The average age of the people living at CWC is 37.7 years. The oldest person is 88 years old; the youngest person is 6 years old. The population is 52 percent male and 48 percent female.

As shown in TABLE II, 97.0 percent of the people living at CWC are profoundly retarded and 79.9 percent are not ambulant.

TABLE II
Population Distribution Levels as of June 30, 2003

Chronological Age Groups and Ambulation Levels		Level of Retardation						
		Mild	Moderate	Severe	Profound	TOTAL	% Age Group	% Total
0-5	W	0	0	0	0	0	0	0
	MS	0	0	0	0	0	0	0
	MA	0	0	0	0	0	0	0
	subtotal	0	0	0	0	0	0	0
	%AG	0	0	0	0	0	---	---
	%TP	0	0	0	0	0	---	---
6-12	W	0	0	0	0	0	---	---
	MS	0	0	0	1	1	16.7	.3
	MA	0	0	0	5	5	83.3	1.4
	subtotal	0	0	0	6	6	100.0	1.7
	%AG	0	0	0	100.0	100.0	---	---
	%TP	0	0	0	1.7	1.7	---	---
13-18	W	0	1	1	0	2	12.5	.5
	MS	0	0	0	0	0	---	---
	MA	0	0	1	13	14	87.5	4.0
	subtotal	0	1	2	13	16	100.0	4.5
	%AG	0	6.2	12.5	81.3	100.0	---	---
	%TP	0	.3	.5	3.7	4.5	---	---
19+	W	1	0	3	65	69	20.8	19.6
	MS	0	0	0	33	33	10.0	9.3
	MA	0	0	6	223	229	69.2	64.9
	subtotal	1	0	9	321	331	100.0	93.8
	%AG	.3	0	2.7	97.0	100.0	---	---
	%TP	.3	0	2.6	90.9	93.8	---	---
TOTAL POPULATION	W	1	1	4	65	71	---	20.1
	MS	0	0	0	34	34	---	9.6
	MA	0	0	7	241	248	---	70.3
	total	1	1	11	340	353	---	100.0
	%TP	.3	.3	3.1	96.3	100.0	---	---

W Walks upright with/ without some degree of difficulty. Walks on level surfaces, may need assistance with stairs but gets to activities by walking.

MS Nonambulant but moves by self, scooting or crawling, or moves with aid such as walker, crutches, or wheelchair. Can get to activities on level surfaces by self with only minimal assistance.

MA Moves only with assistance. Uses special equipment such as cart, walker, relaxer, Hogg or wheelchair for mobility. May scoot or crawl but cannot move self to an activity on level surface.

%AG Percent of age group. %TP Percent of total population ALL NUMBERS ARE ROUNDED TO NEAREST DECIMAL DIGIT

TABLE III
Costs – FY 2003
(July 1, 2002 - June 30, 2003)

Total FY 03 Expenditures - \$53,412,931

Average Cost Per Person
(Based on FY 03 average daily census = 352.53)

Daily FY 03 Average per person -	\$415
Monthly FY 03 Average per person -	\$12,626
Annual FY 03 Average per person -	\$151,513

TABLE IV
FY 2003 Staffing

OFFICE OF THE DIRECTOR = 11.00 FTE	
Institution Director	1.00
Administrative Support	1.00
Human Resources	5.00
Worker's Compensation	1.00
Payroll	3.00
MANAGEMENT SERVICES = 164.75 FTE	
Institution Management Services Director	(1.00)
MMHI FTE (Shared Position - MMHI and CWC)	
Information Services	6.00
Administrative Services	7.00
Business Office/Stores	8.00
Facility Services	16.00
Environmental Services	74.30
Food Services	53.45
SOCIAL AND COMMUNITY SERVICES = 12.10 FTE	
Social and Community Services Director	1.00
Social and Community Services	7.70
Pre-admissions Services	3.40
MEDICAL SERVICES = 68.55 FTE	
Medical Services Director	1.00
Resident Care and Treatment	3.00
Radiology	1.00
EEG and EKG	1.00
Clinical Lab85
Rehabilitative Services	3.00
Medical Records	3.00
Physical Therapy	10.90
Occupational Therapy	13.60
Orthopedic Services	7.00
Respiratory Therapy	7.00
Pediatric Service	2.00
Pharmacy	9.20
Dental Service	3.00
Medical Transcription Services	3.00

NURSING SERVICES = 69.20 FTE	
Director of Nursing	1.00
Nursing Services.....	20.50
Short Term Care/Central Supply	25.40
Charge/Float Services	12.50
Staff Training and Development.....	6.80
Area Assistant.....	3.00
RESIDENT PROGRAMS = 556.15 FTE	
Institution Treatment Director	1.00
Institution Treatment Director	1.00
Resident Living Administrative Support.....	1.00
Resident Living	456.20
Beautician	1.00
Therapeutic Recreation.....	25.10
QMRP Services	15.80
Volunteer Services.....	3.00
Psychological Services	11.70
Education.....	12.05
Religious Services	1.00
Communication Development	3.00
Vocational Services	24.30
TOTAL FTE =.....	
	880.45
On hold and/or Vacant	60.99
GRAND TOTAL of BUDGETED FTE =.....	
	942.74

*A Good Time Was
Had by All Who
Attended the Annual
Family Picnic*



CENTER PROGRAMS

Adapted Physical Education
Adult Vocational Therapy Services
Cardinal School / Education Services
Communication Development
Dental Clinic
Employee Health
Environmental Services
Facility Services
Food Services
Forward Focus Quality Improvement Program
Foster Grandparent Program
Genetic Counseling Services
Infection Control Activities
Information Services
Medical Services
Music Therapy
Nursing Services
Peer Crisis Intervention (PCI) Program
Pharmacy Services
Psychology Services
Qualified Mental Retardation Professional (QMRP)
Rehabilitation Services
Religious Services
Resident Living
Social Services
Staff Training and Development / Community Training
Take Your Child To Work Day
Therapeutic Recreation
Transportation Services

Volunteer Services

Adapted Physical Education

PROGRAM HIGHLIGHTS

Adapted Physical Education (APE) at Central Wisconsin Center is a diverse program that includes developmental activities, fundamental movement skills, object manipulation skills, perceptual stimulation, aquatics, and health and wellness. All activities are adapted to meet the interest, capabilities and limitations of individual students. Student motivation, social interaction, communication development and student self esteem are considered an essential part of the total program.

The Physical Education staff consists of one full time Adapted Physical Education Teacher and one Therapy Assistant. Sessions were held one to two times per week, for one hour, per student. Twenty school age students were served through the Adapted Physical Education program during this report period.

Sessions included the following:

- ♦ **Greeting:** to promote social interaction skills.
- ♦ **Warm Up:** to stimulate arousal levels through rhythmical movement and vestibular stimulation.
- ♦ **Range of Motion:** to increase flexion and extension of upper extremities in preparation for activity.
- ♦ **Skill Development:** to increase motor skill repertoire and cognition through adapted activities.
- ♦ **Cool Down:** to promote relaxation through music listening and closure to the session.

Students participated in aquatics, outdoor games, adapted games, interpretive dance, (American Bandstand theme), adapted volleyball, beachball volleyball, baseball, basketball, bowling, bocce ball, adapted football, sensory stimulation (holiday tree walk) and sports appreciation.

The Adapted Physical Education program also serves school age students enrolled in the Center's Short Term Assessment Program (STAP). The number of students varies based on the program's current census. Fourteen students have been served to date.

Activities are designed to be age specific and individualized according to the student's skill and developmental level. Adapted Physical Education staff assess and write evaluations on all students served in the Short Term Assessment Program.

In addition to the school age students, Adapted Physical Education served 49 adults (from throughout the Center) through its "Lifetime Sports and Fitness Program." The program focus is on health and wellness and the benefits gained from long term participation in lifetime activities. Students enrolled in the program participated in baseball, bocce ball, basketball, interpretive dance (American Bandstand theme), adapted games, outdoor education, beachball volleyball, adapted football, adapted volleyball and sports appreciation.

Ten athletes from Central Center participated in the Wisconsin Special Olympics program through Adapted Physical Education. Following numerous practice sessions, athletes

competed at the area and district level in Ramp Bowling. Participation in Special Olympics enabled these athletes to feel the thrill of being a Special Olympian, meet new friends and be involved in a well organized event, which included parent involvement, individual competition and acceptance of awards. This marked the thirty-fourth year of Adapted Physical Education's involvement in Wisconsin Special Olympics.



Adult Vocational Therapy Services

PROGRAM HIGHLIGHTS

Central Wisconsin Center has an established Adult Vocational Therapy Program currently comprised of ten staff members with the purpose of providing work-oriented learning experiences for individuals who live at CWC. There are four Vocational Therapists and six Therapy Assistants.

The program focuses on individuals who are 21 years of age or older. Participants are referred through the team process. Once a referral is made, the individual is assessed using the CWC Vocational Assessment, and if appropriate, placed in one of the three work sites.

Approximately 50 individuals participate in this program. CWC is certified/licensed by both the U.S. Department of Labor, and the Wisconsin Department of Workforce Development. These licenses are renewed on an annual basis and allow participants of the program to receive special minimum wages for all work completed. Recycling jobs include recycling of newspaper, computer paper, aluminum cans, and copper from anti-lock brake parts. Recycled newsprint and cardboard are used to produce a variety of gardening and landscaping products, as well as a kindling replacement for camping, wood stoves and fire places. Employees also assemble drapery parts and boxes for area businesses, as well as perform some clerical tasks and produce archery target pins from galvanized steel wire. Participants are paid for all work completed.

Client-workers received \$4,000 in total wages. As a result of their work, 2 tons of copper wire were processed and recycled; 3100 *target pins* were manufactured and sold to archery enthusiasts; and 750 dozen *fire helpers* were manufactured and sold to Dane County Parks, Oregon Farms and many other individuals and businesses in the community. Over 9.2 tons of cardboard were shredded and sold as garden mulch to Jung Seed Company and a variety of CWC friends and employees. Approximately two tons of newsprint was shredded to produce *grass mat*, *fire helpers*, and *utility blend* products. Client-workers provided various clerical services to the University of Wisconsin and Wisconsin Science Professionals. Approximately 17,000 drapery pulleys were also assembled under a subcontract with Springs Window Products. Product sales and subcontracted jobs generate revenue, which continued to serve as the source of client-worker payment, and to purchase and maintain equipment and work materials. Client-workers also provide several services to CWC staff, including, aluminum can pick up and recycle, recycle paper pick up and scratch pad production, shredding of confidential records, collating of food service menus, material prep for the sewing room, etc.



Cardinal School / Education Services

PROGRAM HIGHLIGHTS

During the 2002-2003 school year five students were served in the Madison Metropolitan School District. The MMSD curriculum emphasizes four domains: domestic, community, recreation/leisure and vocational training. Students, involved in vocational activity, work at jobs throughout Madison. In addition to the regular curriculum, students receive services from speech, physical and occupational therapy. The student's Individual Education Program (IEP) determines the frequency and duration of these services. Two students graduated from the MMSD program in June.

Cardinal School, located on the Central Wisconsin Center campus, had an enrollment of 19 students during the school year. The Education program provides students with a variety of classroom-based instructional opportunities based on IEPs. Teachers and students are involved in off-grounds community integration activities including visits to local stores, businesses, parks, the university campus and outlying areas. Two students graduated from the program in June.

Cardinal School staff provides educational programming for school-aged students who are admitted to the Short Term Admission and Developmental Evaluation Clinic (DEC) programs. Three students were enrolled in the program and attended school in the Short-Term Care Unit (STCU) classroom. A total of 34 students were provided with evaluation services or attended school on visitor status.

Educational assessment was provided for students admitted to the Short Term Assessment Program (STAP) which opened in January 2003 at Central Wisconsin Center. Twelve students were served in the program between January and June.



Communication Development

PROGRAM HIGHLIGHTS

Department Overview

The Communication Development Department's fundamental goal is to stimulate development of communication skills in all clients served at Central Wisconsin Center. This includes expansion of language comprehension skills and the development of language used for self-expression. Speech-Language Pathologists (SLP) are responsible for teaching personalized systems of expressive language that meet the individual's needs including object communication systems, picture boards, electronic communication devices and sign language. Individuals are taught strategies for gaining a person's attention, greeting, requesting, indicating preferences, making choices, commenting, responding, and taking turns. Individuals who are verbal are taught new vocabulary, appropriate pronoun use, how to combine words into phrases and sentences, social communication skills, and strategies to increase speech intelligibility. The Communication Department provides screening, assessment, consultation, and therapy to all CWC clients in need of services. Training is

provided to both CWC staff and community agency personnel regarding an individual's communication program. The Communication Department provides supervision to second year University of Wisconsin (UW) -Madison graduate students. The semester-long practicum experience trains students how to work with people who have developmental disabilities.

Evaluation and Therapy

During FY03, four speech-language pathologists provided 823 hours of individual therapy, 285 hours of group therapy, and 992 hours of both individual and group therapy sessions. Staff screened 93 individuals and evaluated 22 individuals who live at Central Wisconsin Center. Forty-seven Developmental Evaluation Clinic (DEC) and Short-Term Care Unit (STCU) community clients were evaluated, and programs were designed to meet their communication needs. In January, the Short-Term Assessment Program (STAP) began. Fifteen people were evaluated in this program. Parents and community providers were trained to carry out recommended communication programs. A consulting audiologist, affiliated with the Waisman Center, performed 259 hearing evaluations. A total of 2,992 hours of direct services were provided this year.

Training

Speech-Language Pathologists provided 78 hours of formal inservice training regarding communication methods to CWC staff. Staff also provided 149 hours of training and consultation to parents, teachers, and community providers. Five hundred ninety hours of supervision were provided to three UW-Madison students.



Dental Clinic

PROGRAM HIGHLIGHTS

The Dental Clinic is staffed with one full-time dentist, one full-time dental LPN, and one full-time dental assistant. The CWC Dental Clinic provides dental care and treatment to all individuals living at CWC. Treatments include exams, cleaning and prophylaxis, x-rays, restorations, root canal therapy and extractions. In an effort to promote good oral health, the Dental Clinic is scheduling visits on a six-month basis.

To assist in reducing the stress of a dental visit, unit staff completes an assessment form prior to appointments. The dental staff



Dental Clinics Wheelchair Tilt

implements suggestions to increase relaxation. Some suggestions include favorite music, massage, and facial desensitization.

Upon request, dental services are also provided to individuals at CWC for Short Term Admissions.



Employee Health

PROGRAM HIGHLIGHTS

The Employee Health Program promotes and maintains the health of CWC employees through health promotion programs, disease prevention and injury rehabilitation. Programs mandated by state and federal regulation are provided, including pre-employment screening, immunization programs and tuberculosis screening. The Employee Health Nurse also provides annual TB skin tests to approximately 1,000 employees, hepatitis B vaccinations to approximately 600, blood pressure screenings, cholesterol screenings and wellness information. Annual flu vaccines are offered with over 320 employees participating.

The Employee Health Nurse also functions as a consultant to physicians, supervisors, nurses, employees and the Staff Training departments. The Employee Health Nurse participates in the Employee Assistance Program as a lead coordinator and is a CPR/First Aid Instructor Trainer.

An emergency response form is distributed to all staff on an annual basis. The form identifies both pertinent health information and emergency contacts and is a resource when staff are injured or ill at work. This information and other health records are maintained by Employee Health to meet the legal requirements and strictly protect confidentiality.

Fitness and Wellness programs continue to be emphasized for staff participation and general knowledge. Staff wellness activities include a health and fitness newsletter titled, "A Healthy You". The newsletter is distributed monthly in the Daily Administration Bulletin. It is a joint collaboration between Employee Health and Rehabilitation Therapy Services.

Other events that have occurred over the year include:

- ◆ Smoking Cessation classes sponsored by the American Cancer Society
- ◆ American Heart Association sponsored First Aid Course in addition to Healthcare Provider and Heart-saver AED courses offered throughout the year and open to all employees
- ◆ Weight Watchers at Work classes
- ◆ Therapeutic Chair Massage
- ◆ Informational materials on breast cancer during October Breast Cancer Awareness Month, and
- ◆ Informational materials on prostate and testicular cancer
- ◆ Learning Lunches are being planned for 2004.



Environmental Services

PROGRAM HIGHLIGHTS

Thirty-nine new Arrow electric beds arrived in FY03 from Carroll Health Care at a cost of \$2,100 each. The new electric high/low beds are equipped with Trendelenberg (declining the entire bed to lower the head or raise head). This Trendelenberg feature can be activated at any height. These beds may be equipped with full side rails for safety reasons or assist rails to help someone in and out of bed. The beds can be lowered to 6 ¾" from the floor and raised to a height of 32". Beds are also backed up by a portable battery system in cases of power loss. The Arrow beds replaced CWC's older manual high/low beds, which were 15 to 20 years old. With the ongoing bed replacement project, 159 new Arrow beds have been purchased to date.

Laundry Department

CWC's in-house laundry processed 3,675,185 pounds of soiled linen in FY03, which is 45,990 pounds less than FY02. Of the 3,675,185 pounds of soiled linen, 2,260,080 pounds were diapers. Ten new laundry carts were purchased in FY03 at a cost of \$10,088.00. The ten additional replacement linen carts are part of the Laundry Department's six-year plan to replace its 30-year-old linen carts. Nineteen additional carts will need to be purchased to complete the total replacement in this six-year plan.

Housekeeping/Transportation Department

The Housekeeping and Transportation department picked up and transported 247.44 tons of trash generated by CWC in FY03. The cost for trash pickup was \$32.35 per ton. The cost of each 33 yard compactor pickup and delivery to the Waste Management landfill site was \$85.25 with an additional cost of \$.01627 per pound to landfill the contents of each compactor load. The Center recycled 33.15 tons of steel to Midwest Steel, along with an unknown amount of paper, tin, glass & plastic to Waste Management. There were no recycle costs for paper, tin, glass & plastic as the State of Wisconsin is grouped as a whole not per institution starting this fiscal year.

CWC was also responsible for generating and managing 300 pounds of infectious waste in FY03, which was incinerated by Madison Energy Recovery Inc. A reduction of 90 pounds of infectious waste was seen from FY02, which placed CWC in the very low generator class for the State of Wisconsin.

Sewing Department

The CWC Sewing Department, staffed by 4.5 seamstresses, fabricated 2,004 large diapers in 284 hours, discarding 1,249; created 1,260 medium diapers in 134 hours, discarding 760; produced 1,946 clothing protectors in 140 hours, discarding 1,264; and manufactured 2,626 bed pads in 234 hours, discarding 2,292. The Sewing Department used 2,718 hours for mending 20,238 large diapers, 7,447 medium diapers, 4,418 clothing protectors, 1,257 personal clothing, 670 bed sheets, 1,580 laundry bags, 1,008 spit pads, 71 thermal blankets, and 220 bath blankets. The Sewing Department used 226 hours in fabricating and heat sealing personal nametags and 1,152 hours on work orders with 129 hours spent on machine maintenance.

In FY03 the CWC seamstresses assisted with 123 hours of mending and fabrication for Mendota Mental Health Institute. The department discarded 255 thermal blankets, 984 bath

blankets, 694 towels, 735 waterproof bed pads, 2,292 regular bed pads, 475 sheets, 81 pillowcases, 181 white laundry bags, 270 blue laundry bags, and 438 yellow laundry bags. The Sewing Department total cost for supplies in FY03 was \$9,610.04.



Facility Services

PROGRAM HIGHLIGHTS

The Facility Services Department maintains 632,900 square feet of buildings at Central Wisconsin Center. This includes the buildings as well as the mechanical equipment that provide services for the facility. Projects and initiatives included:

- ◆ Installation of air conditioning duct at Food Service
- ◆ Completion of kitchenettes in serveries
- ◆ Installation of new water feeds for the laundry in Murphy Hall
- ◆ Installation of five new building control air compressors
- ◆ Completion of control air replacement system in the Laundry
- ◆ Installation of new solution pumps on absorption machines
- ◆ Planting of over 18 trees on the CWC grounds
- ◆ Completion of storage shed for shredded material
- ◆ Installation of an exhaust fan in Murphy Hall Pool area
- ◆ Replacement of water softeners in Buildings 4, 5, 6 and 7/8
- ◆ Installation of an ergonomic lift in sewing room to handle bulk rolls
- ◆ Replacement of the sidewalk to Timmerman Garden
- ◆ Renovation of day rooms in building 4 and 2
- ◆ Completion of elevator renovation in Buildings 1,2, Murphy East and Food Service East
- ◆ Continuing repair / replacement of sidewalks
- ◆ Installation of electrical power to the screen house at Building 3 and to the Building 4 light pole
- ◆ Review and planning of building electrical upgrades
- ◆ Review and planning of nurse call system
- ◆ Addition of Auto Paging system for fire alarms



Preparing to Stripe the Parking Lot

- ◆ Renovation of the Auditorium, Phase I including air-conditioning, ceilings, lights and sprinkler system
- ◆ Upgrade of CWC paging system-speakers and AMP replacement
- ◆ Replacement of the Air Handler Units in Buildings 1,3,4,6 and Murphy Hall 2,3, and 4
- ◆ Completion of bathroom renovations in Buildings 3,5,6 and 7



Food Service

PROGRAM HIGHLIGHTS

Food Service Department is committed to provide optimal nutrition and hydration to the individuals living at the Center through flavorful and appetizing meals that accommodate food preferences, formula and/or supplements. Many menu changes have been made to improve individual diets. Monthly birthday cakes are sent to each unit to celebrate all the birthdays of the month.

The Department is staffed with 51.45 positions, including cooks, food service assistants, dietitians, dietetic technicians and supervisors. The clinical staff, consisting of dietitians and dietetic technicians, assess each individual's nutritional status, recommend diet changes and create the data that is used for the production and service of all meals and snacks.

Food Service operates seven days per week from 4:45 AM to 7:15 PM and served 387,594 meals including 12,793 bag lunches, and thousands of snacks of 50 different varieties. The total food cost for the year was \$490,000.00.



Forward Focus Quality Improvement Program

PROGRAM HIGHLIGHTS

During FY 03 the Central Wisconsin Center quality improvement program called Forward Focus entered a new phase. This new phase has proved to be quite exciting because it involves so many CWC employees working together to make CWC an even better program.

We have organized our efforts around four Systems Management Teams (Human Development, Health, Quality of Life and Environment) which have evolved into fully functioning teams. These teams are tracking and coordinating our excellent work, organizing new project teams, and generally improving CWC.



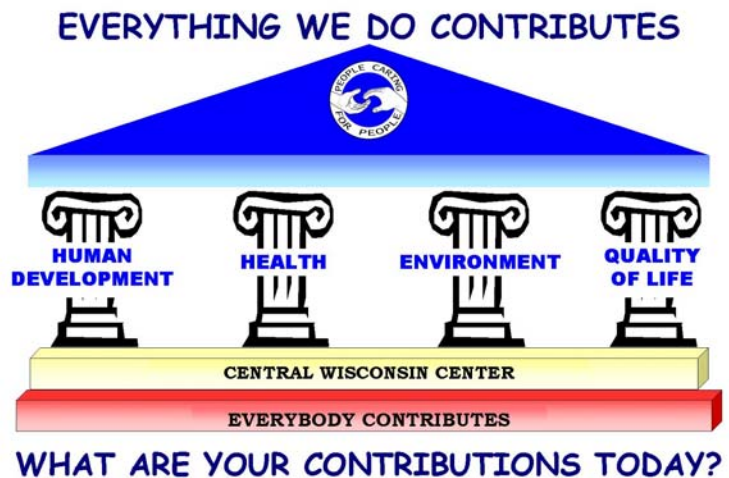
Revised CWC Logo

These four teams are supported by three support teams called the Administrative Systems Support Team, the Long Term Planning and Visioning Team and the Short Term Planning and Visioning Team.

By thinking about our work in terms of the four systems themes (Human Development, Health, Quality of Life, and Environment) CWC has been better able to focus and

coordinate our efforts, and maximize resources. Over one hundred CWC employees from most of our work units and departments are participating.

During FY03 the Center continued to use the Wisconsin's Forward Award quality improvement criteria. These criteria are based on the national Malcolm Baldrige National Quality Criteria.



The Systems Management Team Approach



Foster Grandparent Program

PROGRAM HIGHLIGHTS

The Foster Grandparent Program at Central Wisconsin Center is one of the nation-wide pilot programs, created in 1965. The program has provided volunteer Foster Grandparents for the people living at Central Wisconsin Center since January 1966. The Foster Grandparent Program provides a tax-free stipend of \$2.65 per hour and transportation reimbursement to qualifying low-income senior citizens. This small reimbursement allows the Foster Grandparents to do volunteer work on a regular basis. In return, the Foster Grandparents provide surrogate grand parenting to more than 85 people living at Central Center.

Recruitment of qualifying persons to the Foster Grandparent Program is paramount, as the number of people living at the Center served by the program varies with the enrollment of grandparents. Thirty-one Foster Grandparents participate in the program. There are currently 20 people living at Central Center referred to the program. Four new Foster Grandparents joined the program in FY03 and three people left the program due to ill health. Two individuals served by the program left CWC to live in the community and one to participate in off-ground programming. These accomplishments are due in no small part to the efforts of the foster grandparent.

Each Foster Grandparent provides four hours of volunteer service per day, five days a week. The grandparents provide one-to-one attention for two to four individuals each day. Activities

include working on individual goals, walking, talking and reading. Other activities include spending time outdoors, going to music events, gardening, religious services, off-ground activities, special events around the Center and, most importantly, individual attention.



CWC Foster Grandparents

The Foster Grandparents are required to participate in four hours of in-service training each month to improve the quality of interactions with foster grandchildren or for their own personal knowledge and welfare. Each Foster Grandparent participates in the Annual Review process. This participation enables the grandparent to learn how to best serve and share their knowledge of the individual.



Genetic Counseling Services

PROGRAM HIGHLIGHTS

The Genetic Counseling Service consists of a full-time medical director/genetic counselor, a part-time genetic counseling coordinator/clinical social worker, and a full-time project assistant.

The Genetic Counseling Service coordinates its services with the Wisconsin Clinical Genetics Center at the University of Wisconsin, the Waisman Center, Marshfield Clinic, and Children's Hospital of Wisconsin. Facilities providing resources were University Hospital and Clinics, Meriter Perinatal Center, St. Mary's Hospital and Medical Center, and the Cytogenetics Laboratories at the State Laboratory of Hygiene, and at the Waisman Center. Area hospitals, family planning agencies, developmental disability boards, statewide community and social service agencies, and the eight Regional Perinatal Centers also serve as resources and referrals for genetic counseling services. These resources provide case consultation, diagnosis, treatment, screening, testing, and follow-up to families considered being at risk for

genetic disorders. CWC receives referrals from these agencies and may provide genetic services for their clients.

The genetics staff participated in the training of UW students from physical therapy, pre-med and medical students plus post-doctoral physicians in rehabilitation medicine and pediatrics. Thirty-two hours of clinical training were provided for 81 students. One hour of inservice presentations were delivered to CWC direct care staff, teachers, nurses, and UW Physical Therapy students. Five hours were spent in long-term genetic counseling follow-up. In collaboration with the DEC Coordinator, genetics staff offer a multi-media presentation, "Developmental Disabilities and Aging - Down syndrome and Alzheimer Disease." Training sessions are conducted both on and off-campus.

In July 1997, the staff began a major revision of the genetic database with conversion to an electronic information storage and retrieval system. The project remains active and all CWC genetic records have been reviewed and updated. An updated genetic diagnosis manual, including the more than 2800 individuals, past and present, will be published. Clinical and professional staff working with people who live at CWC will use this manual. A similar review of the 763 records generated from clinics held at Southern Wisconsin Center has been completed.



Infection Control Activities

PROGRAM HIGHLIGHTS

The Infection Control (IC) Committee establishes guidelines to minimize the transmission of infections and communicable diseases and to control acquired infections. The IC Committee is comprised of representatives from medical staff, nursing staff, food service, laundry and housekeeping, pharmacy, administration, clinical lab, staff training and development, Employee Health Service, WSEU and the IC Nurse Specialist. The IC Nurse reports monthly to the IC Committee the incidence of positive cultures and any other pertinent data regarding infection control.

The IC Committee meets monthly and reviews and revises infection control policies at least biannually. Policies reviewed include:

- | | |
|--|--|
| ◆ Exposure Control Plan | ◆ Communicable diseases |
| ◆ Common bacteria and fungi | ◆ Immunizations and vaccinations |
| ◆ Infection precautions | ◆ Isolation precautions |
| ◆ Cohorting | ◆ Clostridium difficile |
| ◆ Cleaning and disinfecting surfaces contaminated with blood/body fluids | ◆ Needles/sharps handling and disposal |
| ◆ Hepatitis B prevention and surveillance | ◆ Surveillance for nosocomial infections |
| ◆ HIV/AIDS policy with education information | ◆ Hepatitis B and Post Exposure follow |
| ◆ Housekeeping/laundry infection control practices | ◆ Employee health and work restrictions |

This year the Centers for Disease Control and Prevention (CDC) published new hand hygiene guidelines. CWC incorporated these guidelines into a new policy that allows the use of alcohol based hand rubs and also discusses other aspects of hand hygiene such as the use of lotion, and nail products which are restricted for use by direct care staff. The IC committee also instituted a policy for the control and treatment of Pediculosis (Lice) after CWC experienced a minor outbreak of head lice.

The increased incidence of antibiotic resistant bacteria continues to be a concern for Central Center. Contact precautions continue to be implemented to minimize the further spread of the bacteria. Central Center continues to treat individuals with antibiotic resistant organisms in an appropriate manner. Currently there are only six persons who have been identified with antibiotic resistant organisms.

Infection control education is provided for CWC direct care staff through unit visits and reminders in the daily bulletin. The training for blood borne pathogens occurred through a computer based program and over 600 Central Center staff members completed the training.

Infection control surveillance activities were conducted in each living area with feedback provided to improve infection control and safe work practices. Initial and follow-up visits have been conducted on each unit to ensure regulatory compliance. These surveys are now done in conjunction with the Risk Management Specialist, of survey overlap. The IC Nurse collects nursing acuity data and audits annual nursing documentation to ensure quality improvement and compliance with state and federal regulations.

The IC Nurse continues to function as the nurse liaison between off-grounds facilities and CWC. The IC Nurse has provided consultation and training as requested. The IC Nurse conducted in-depth surveys at Successful Work Options (SWO) and FOCUS-CORP regarding infection control and safe work practices.

The IC Nurse provides ongoing consultation to CWC staff and community agencies, monitors water quality and safe practices regarding exposures with potential for health risk. Educational programs are also provided which focus on prevention and follow-up of communicable disease affecting direct care staff and individuals who live at Central Wisconsin Center.



Information Services

(formerly Data Center)

PROGRAM HIGHLIGHTS

The Information Services Department, formerly known as The Data Center, provides technology-based services in support of operations at Central Center. Information Services staff manage technology-based resources, provide technical support and training to users of computer-based information systems at the Center, and promote the use of technology to streamline business processes. Central Center's local area network of computers connects directly to the Department of Health and Family Services, all DHFS institutions, other state agencies, and the Internet.

The Information Services Department is located at the Lakeside Building on the grounds of Mendota Mental Health Institute.

Highlights of Information Services Operations

Telecommunications

The Information Services Department now operates and maintains the Mitel PBX telecommunications system for Central Center. The phone system uses computers to process phone calls and process voice mail. The phone system computers are connected to Central Center's local area network of computers.

Intranet Development

Information Services Staff continue to build new functionality into the CWC Intranet site. Recent additions to the CWC Intranet include a dynamically generated Daily Bulletin and a new telecommunications directory. Staff can now process work orders on-line, and make room reservations and view the room reservation calendar anytime. Coming soon are administrative policies and nursing policies that can be dynamically searched using key words.

E-mail

Every employee with a network account can now access his or her e-mail from home or around the world using any computer connected to the Internet. GroupWise Internet-based e-mail is useful for maintaining contact with Central Center anytime, anywhere.

Small Applications Development

The Information Services supports a significant number of large commercial database applications and home grown database programs needed to track a wide range of data generated at the Center. There is a continual demand to add enhancements to database applications, and build new ones to meet the changing demands for data. Applications developed and completed this past year include databases that track visitors to the Center, record and track individual outings into the community, follow infections, and account for employee training expenses.

On the agenda for this year are revisions to several human relations databases including training, health, absences. Also, revisions to the nurse charge report and generating work schedules for employees are planned for upgrades and enhancements.

Audio-Visual

Renovations to the Murphy Hall Auditorium should be completed this fiscal year with Information Services staff planning the audiovisual technology. Built-in to the audiovisual setup is computer-based projection system and videoconferencing equipment. Instructors and presenters will be able to project data, images, video, and sound to the audience from various sources including the Internet, CDs, videotape, and carry-in notebook computers.



Medical Services

PROGRAM HIGHLIGHTS

Health care services for people living at Central Center are provided by an integrated delivery system comprised of CWC medical staff and University of Wisconsin Health medical specialists. The unique health care needs presented by people with developmental encephalopathy are provided in the residential setting by a staff of four pediatricians, one neurologist, 1.5 psychiatrists, and two rehabilitation medicine physicians, all with joint Central Wisconsin Center – University of Wisconsin Medical School appointments. In addition, CWC is an affiliated practice site for UW Rehabilitation Medicine post-graduate residents and planning is in progress to serve as a site for a developmental disability psychiatry rotation. A contractual relationship continues between Central Center and the University Affiliated Program/Waisman Center to provide audiological assessment services to people receiving services at Central Center in addition to the previously established affiliation with the Developmental Evaluation Center (DEC) program for assessment of aging individuals with developmental disabilities for dementia. Additional projects with Waisman Center are being explored. CWC medical staff are participating with other community providers to address health-care disparities experienced by people in Wisconsin with developmental disabilities. CWC medical staff participate on the CMS technical panel on quality indicators for health care for people with disabilities.

When people living at CWC require hospital services (at UW Hospital), the Rehabilitation Medicine Department provides coordination of care. Outpatient clinic appointments are scheduled on site at CWC for Orthopedics, Gynecology, Pulmonary Medicine, Rehabilitation Medicine, Podiatry, Neurology and Optometry. Additionally, approximately 85 outpatient clinic visits per month were conducted at clinics located in the UW Hospital complex. Sixty-one individuals were hospitalized at UW Hospital over the past year. Medical staff at both sites strive to provide state of the art health care services for people with developmental disabilities whether they live at Central Wisconsin Center or at other community locations. Physicians and therapists from the Medical Services Department staff short-term admissions at CWC. The Department includes physician staff, therapy services including occupational therapy, physical therapy, respiratory therapy and rehabilitation technology, the medical records department, x-ray and laboratory services, EEG and EKG, consultative pharmacy services, dental services and the Department of Genetics.

Medical Services staff provide quality habilitative/rehabilitative services to people with developmental disabilities regardless of where they live. In addition to coordinating care for individuals with developmental disabilities receiving services either at CWC or at UW Hospital, CWC also serves as a teaching site for Wisconsin health care providers to increase their competency working with people with complex disabilities. As a regional health care facility serving people with disabilities, CWC Medical Services staff participate in research projects with the University of Wisconsin Medical School. Participation has included retrospective studies of the effectiveness of new seizure medications, relationship between cerebral palsy and swallowing disorders, assessment of the gynecological needs of women with developmental disabilities, a review of morbidity and mortality of surgical procedures for people living at CWC, rhinovirus infections in patients with tracheostomies, and regulatory issues for people with developmental disabilities in ICF-MRs. Articles on osteoporosis are near publication.

Over the past year, training has been presented to doctors, nurses, and direct care staff. Subjects included neurologic disorders, psychiatric disorders, treatment of spasticity, emergency medical response, physical restraints, gastroesophageal reflux disease, and medical and nursing needs of people with developmental disabilities. Planning is underway for a DD medical fellowship.

Medical staff is frequently consulted by community providers regarding specific aspects of health care for people with severe developmental encephalopathy. In addition to evaluation and treatment services, the Short Term Care Unit at CWC is utilized for post-operative rehabilitation before returning to CWC apartments or to other community locations.

CWC medical staff make Living Unit “house calls” daily and physicians are available on call 24 hours a day, seven days a week. A neurologist sees people with active seizure disorders at least once every two years or more often if requested by the primary care physician. People with psychiatric disorders have their behavior treatment program and psychotropic medications reviewed by a psychiatrist at least quarterly. Anti-epileptic drug and psychotropic medication databases are maintained. Pharmacists perform comprehensive medication reviews at least quarterly.

Medical emergency drills are routinely performed on all living units for each shift with assessment of competency. Medical emergency drills are reviewed by the Emergency Care Committee and all acute medical emergencies are reviewed monthly. The Emergency Care Committee consists of the medical director, the director of nursing, a staff physician, a staff training representative, a quality improvement coordinator, an emergency medical technician and a unit director.

The Nutritional Management Advisory Committee meets every three to six months to review CWC policy on dysphagia, feeding techniques, nutrition and therapy services. Committee members include Occupational Therapy, Medicine, Nursing, Dietary, Rehabilitation Medicine, and Gastroenterology. The committee reviews eating assistance techniques and all new enteral tubes. In addition, the Committee serves as an educational resource for Central Center staff.

CWC Medical Ethics Committee meets every three to six months to review policies on end-of-life decision-making, behavior treatment techniques, consent issues, and specific cases referred to the committee. Members include the medical director, a staff physician, director of nursing, clergy, a QMRP, legal representation, guardian/family members, and a client rights specialist. All current Do Not Resuscitate (DNR) orders were reviewed. A relationship with Hospice Care has been established to assist with end-of-life care.

The Medical Records Committee continues to audit the medical records of individuals focusing this year on cancer prevention screening. The Committee continues to monitor the seizure tracking system as well as the use of psychotropic medications.

Medical services are provided in the CWC living units and in the CWC Short Term Care Unit. The STCU serves individuals from the community for short-term evaluations and people who live at CWC who require services such as continuous oxygen for respiratory ailments or fluid therapy for mild dehydration. Medical consultation is provided when hospitalization is required at UW Hospital.

Medical staff have participated in the Health System Management Team. Quality Indicators evaluated include

- ◆ morbidity and mortality reviews
- ◆ pain management
- ◆ injuries
- ◆ nutritional status
- ◆ communication of health-related information (HIPAA)
- ◆ emergency response
- ◆ medication and medical device errors and adverse drug reactions
- ◆ utilization review of health care
- ◆ skin care
- ◆ use of physical restraints and psychotropic medications.



Music Therapy

PROGRAM HIGHLIGHTS

Three credentialed music therapists and interns provided music therapy services to over 300 people each week. Services include individual assessment, program planning, and integration of Individual Program Plan objectives in both structured and leisure music therapy sessions. Annual and quarterly reports were completed for all individuals seen in goal oriented structured sessions. The Music Therapy Department also provided support, consultation, and integrative programs to all living units and program areas including Therapeutic Recreation, Adult Education, Foster Grandparent Program, Occupational Therapy, Physical Therapy, and Cardinal School as requested. Live music was provided as requested for Center wide special events, Cardinal School Graduation, memorial services, and the Family Picnic.

Intern Training

Five students each completed 1040 hours (six months, full-time) of intern training in music therapy. Schools represented included:

- ◆ University of Wisconsin - Oshkosh
- ◆ Southwestern Oklahoma State University
- ◆ Western Illinois University

In addition to interviews at CWC, interns were also recruited and interviewed at both the national and regional music therapy conferences. The availability of housing on grounds continues to be a very important aspect in recruiting interns. Physical therapy interns visited several music therapy sessions. Occupational therapy interns assisted with the OT/MT groups. Correspondence with students is conducted through an increasing use of e-mail and a reduction in long distance phone cost and US mail costs.

Publications

A chapter titled *Music Therapy for Learners with Profound Disabilities in a Residential Setting* in Models of Music Therapy Interventions in School Settings, was published by the American Music Therapy Association, Silver Spring, MD, 2002. This was a revision and update for the second edition of this publication.



Music Therapy Department Organized the March 17th Hooley



Community Outreach

CWC Music Therapists participated on the following community boards: Very Special Arts (VSA) Advisory Council, State of Wisconsin Department of Licensing and Regulation Creative Arts Therapies Advisory Committee, VSA Artist Training, and Wisconsin Creative Arts Therapy Coalition. Information was provided including consultation on program design and content, identification of training needs, access to music therapy services and instrument recommendations. The Music Therapy Department records and monitors all community-based requests and outcomes. Several referrals were made to private practice music therapists in the Madison area.

CWC Music Therapists serve the American Music Therapy Association in the following roles:

- ◆ Assembly of Delegates
- ◆ Financial Advisory Committee
- ◆ Task Force on Clinical Training and Education
- ◆ Great Lakes Regional President
- ◆ Great Lakes Regional Secretary
- ◆ Advisory Board Education/Training



Training Provided

Tours of the Music Therapy department were provided to both community-based staff and CWC staff.

New Program Initiatives

New products have been purchased to use in active treatment music therapy groups including new lines of percussion instruments such as Djembe and Tubano drums. These drums provide excellent sound and are played without mallets allowing individuals to freely tap and feel the drum with their hands. Many individuals who live and work at CWC participated in weekly Drum Circles.



The Somatron cushion vibrates with sound allowing a person to both feel and hear music. CWC Music Therapists are gathering assessments of individual responses to the Somatron experience. Protocols for use of the Somatron were written.

Music Therapy assessments and recommendations have been provided to the new Short Term Assessment Program as requested by the team.



Nursing Services

PROGRAM HIGHLIGHTS

Nursing Services is comprised of the Director of Nursing, Administrative Charge Office (6.8 Nursing Supervisor positions), Short-Term Care Unit (1 Program Assistant, .5 RCS, 5.8 RNs, 4.1 LPNs, and 11.5 RCTs), 2. Central Supply Staff, 1 Area Assistant, 3 RCT escorts, 12 Nurse Clinician 3s, .7 Employee Health Nurse, 1 Infection Control/QI Specialist, 6.8 Staff Training staff and 12.5 Float Resident Care Technicians. Nursing Services is responsible for guiding the nursing care provided by 62.2 LPNs, 47.2 Nurse Clinicians and 386 Resident Care Technicians (Certified Nursing Assistants).

The Director of Nursing functions as a Clinical Assistant Professor at the University of Wisconsin School of Nursing and the Training Director functions as an Affiliate Clinical Instructor for the UW-School of Nursing. In May, the Director of Nursing received the Governor's Award in honor of receiving Honorable Mention for the 20th Annual Virginia Hart Special Recognition Award. This award recognizes accomplishments of women in state service.

Central Wisconsin Center serves as a clinical site for Certified Nursing Assistants, Licensed Practical Nursing students, Registered Nurse students (Associate and Baccalaureate Degree) and Masters Degree/ Graduate Nursing Students from five different nursing programs in Wisconsin.

CWC nurses are supportive of nursing activities related to the Developmental Disabilities Nurses Association (DDNA). A Nurse Clinician 3 attended the eleventh annual National Conference of the Developmental Disabilities Nurses Association from May 7-9, in Reno, Nevada.

Staffing

Nursing recruitment continues to be a priority. The shortage of qualified nurses remains as a national trend and noted locally. As nurses retire from positions, it is difficult to find replacements. Routine newspaper ads have advertised vacancies in the local papers. An ad was placed in NurseWeek, a publication mailed to all licensed nurses living in the Midwest. Minimal responses were noted from these advertisements. Job announcements were sent to the Vocational/Technical schools in Wisconsin and a Nursing Instructor attended a job fair in Madison to recruit interested nurses. Brochures and information related to state benefits and nursing jobs were shared at various job fairs, workshops and nursing schools. More recruitment success has been noted with student nurses having clinical experiences at the Center. Additionally, the Internet web site advertising current nursing positions has been a positive recruitment tool for nurses seeking employment options: <http://jobs.der.state.wi.us>

Nursing Students

Thirty-three practical nursing students from Madison Area Technical College (MATC) completed clinical rotations in Murphy Hall. The Director of Nursing functions as a member of the MATC LPN Advisory Board. Curricula revisions for the LPN students assigned clinical rotations at CWC are reviewed with the nursing instructor staff on an annual basis. The Director of Nursing met with LPN students from Madison Area Technical College and Reedsburg Campuses to provide an overview of Nursing Services and developmental disabilities nursing.

Fifteen practical nursing students and one instructor from Reedsburg Technical College attended a six-hour orientation to Central Wisconsin Center in January/ February 2003. The orientation included a tour of selected units, review of nursing care issues, enteral feeding/positioning demonstrations and discussion of the role of the LPN at CWC. The nursing students shared many positive comments related to the quality of health care and team approach to programming.

Central Wisconsin Center renewed contracts with Madison Area Technical College (Madison and Reedsburg), Moraine Park Technical College, UW-Oshkosh School of Nursing and the UW-Madison School of Nursing for clinical sites/preceptorships for nursing students.

LPN Stipend Program

A special committee designed a career ladder stipend program as an effort to recruit and retain licensed practical nurses. The LPN Stipend Program continues to be piloted to assist a limited number of Resident Care Technicians to complete requirements to become Licensed Practical Nurses. Through the program, selected employees were eligible for reimbursement of tuition, access to required books and salary while working part time and attending an accredited nursing school. Application guidelines were developed and reviewed by the LPN Stipend Selection Committee and Center Director. Three RCTs completed the LPN course and successfully met requirements for LPN licensure. Additional applications are pending for review for Fall 2003-Spring 2004.

Nursing Practice Committee

This committee consists of nursing representation from each unit and meets on a monthly basis. The work group discusses nurse practice issues and updates nursing procedures and policies. Nurses also update knowledge of medical technology, new equipment, products and supplies. The committee continues to develop/implement pharmacy changes and revise nursing policies and procedures. Nurse representatives continue to pilot the use of special equipment or various medical products. Feedback was provided regarding use of emergency carts, retractable safety syringes, skin care products, enteral feeding/dual flow sets/pumps and bladder scanners.

Nurse Clinician 3 Committee

Nurse Clinician 3s meet monthly to discuss nursing issues, update knowledge/skills and problem solve ways to improve nursing care. The nurses network to explore ways of improving nursing documentation, discuss delegation and joint practice issues and problem solve nursing care and pharmacy changes. Teaching activities provided by Nurse Clinician 3s include: respiratory/cardiac emergencies, safety, first aid measures, seizure charting/monitoring, pain management, bladder scanners, injury/accident reporting and infection control practices. Policies and guidelines regarding persons who are "nutritionally at risk" (NAR) have been developed and shared with members of the interdisciplinary team. Pain management continues to be a topic area for continual assessment, monitoring and evaluating. One Nurse Clinician 3 retired in January after 23 years of state service.

Incident Review Committee

An eleven member interdisciplinary committee meets monthly to review incidents involving people who live at CWC. The committee reviewed all critical, non- critical, unknown and near miss incidents, identified patterns, revised forms and created an audit tool for improved documentation. Pain assessment continues to be an area of assessment on the Incident Report form. The Administrative Order and the Nursing Policy Manual were revised to comply

with new statutory requirements related to caregiver misconduct and injuries of unknown origin.

Monthly Risk Management Unit Team meetings are conducted to problem solve and review injuries, patterns and prevention strategies. Quality improvement measures have been implemented to review/audit each critical incident for timeliness, pain assessment, thoroughness and mandatory documentation requirements.

Emergency Care Committee/Emergency Training

The Emergency Care Committee meets monthly to review Center-wide emergency care issues. The committee members assist in coordinating emergency drills and providing feedback to prepare staff to handle cardio/respiratory emergencies. Emergency drills continue to be conducted on every living unit on each shift by committee members, Charge Nurses and the Nurse Clinician 3s.

All RNs, LPNs, RTs and MDs are CPR certified by the American Heart Association on an annual basis. CPR training now includes competency training on the use of the Automated External Defibrillators (AEDs) for all MD, Respiratory Therapists, LPN and RN staff. Emergency drills and workshops on respiratory care procedures are provided annually with competency based skill evaluations. All living units and select departments have access to an AED and emergency cart if needed. The American Heart Association FACTs course with CPR and first aid training was provided by two CPR Instructor trainers to select Resident Care Technicians to update knowledge and skills when on community/offgrounds outings. Additional first aid training will continue throughout the upcoming year.

Fall Prevention Committee

The Fall Prevention Committee is comprised of Nursing, PT/OT, Staff Training and QMRP staff. The committee developed a fall record data system and reviews fall data from Buildings 1, 2, 4 and 5. The fall data record identifies specific information regarding the fall, location, reason and any injuries that may have occurred. Unit teams review the data and obtain baseline information to problem solve prevention strategies. Use of the data records have been expanded to other units to monitor falls. These data help track injuries and provide information to team members to modify plans of care. Hip protectors were purchased and piloted by seven individuals with excellent results. A reduction in injuries has been noted and additional protectors are being recommended.

Nursing Task Force Committee

The Nursing Task Force Committee purposes are to: recruit and retain qualified nursing staff, realign nursing positions to ensure safe coverage and optimal nursing care, review nursing documentation to streamline and reduce duplication, discuss creative scheduling options and review nursing caseloads/work loads.

The members work on assignments throughout the month and meet quarterly with the large group to share sub-committee progress. The main goals include: recruitment strategies, retention factors, career ladder and creative solutions for solving scheduling problems.

Quality Improvement Activities

Nursing Services monitors medication error statistics, accident/injuries, assists with quarterly active treatment/infection control surveys and studies strategies to improve nursing documentation, nutrition monitoring, reduce urinary tract infections, standardize oxygen concentrator use and improve cross shift report.

Medication Errors: Medication errors are reviewed at the time of the error, with the Unit Director or NC3 and monthly by the Director of Nursing and Medication Error Committee. Problem solving approaches are discussed with each nurse involved. Error rates continue to be low as compared to national statistics. Follow up and prevention strategies are shared with medical, nursing and pharmacy staff as appropriate.

Drug Security: The keyless medication carts have improved the drug security system and tracking of nurse entry. Computer data continues to be collected and nursing practices evaluated. Nursing documentation and clinical observations of medication administration continue to be audited with feedback to each nurse.

Pain Management: The pain assessment tool was developed and continues to be utilized to identify baseline assessments and specific indicators related to pain/comfort management. Modifications were made in the tool and finalized using a team approach. Baseline information has been collected over the past year at each individual's annual review and recorded on the tool. Pain assessment was added to the Incident Report form in the Nursing Assessment section. Data are collected related to acute and chronic pain episodes and filed in the new Pain Management section of the chart. Additional training on use of the data collection tools and learning opportunities regarding the topic of pain management are pending.

Nutritionally at Risk (NAR): The Director of Nursing and Training Director co-chaired the Nutritionally at Risk Project Team in 2001-02. The team developed protocols, standardized guidelines and written tools for teams to use as reference when identifying someone at risk for nutritional problems. Nursing forms and screening tools were developed and shared with Administrative Staff, QMRPs, NC3s, Medical Staff, Therapy Staff, Dietitians and other members of the unit teams. Written materials were distributed for reference and a PowerPoint presentation developed for training purposes. This project team took a proactive approach to meet regulatory compliance and quality of care related to nutritional monitoring at CWC. The University of Wisconsin-Certified Public Managers Program recognized the "Nutritionally at Risk" Project as one of the eight best projects for the year and would be published in the upcoming "Profile of Excellence" monograph. The project information was compiled into written reference materials and distributed to each unit for future use.

Oxygen Concentrator Task Force/Committee: The IC/QI Specialist met routinely with the committee to review policies/procedures, documentation and problem solve issues related to use of oxygen concentrators. Respiratory policy and procedures were revised to include the addition of lapel badges to be worn whenever oxygen is removed from an individual. In June and July 2002, workshops were conducted for LPN staff members regarding, different oxygen delivery systems, administration of oxygen via concentrator for persons with and without tracheostomies, suctioning, and proper documentation of oxygen therapy. The committee meets regularly to problem solve ways to ensure oxygen therapy delivery and promote staff education.



Peer Crisis Intervention Program

PROGRAM HIGHLIGHTS

During the past year, approximately 115 employees voluntarily participated in services offered by the Peer Crisis Intervention (PCI) program. The objective of the program is to offer assistance to staff in dealing with job-related trauma.

PCI volunteers conducted nine defusing sessions related to six separate incidents. Follow-up contacts were made with individuals when the need was indicated. Five informal contacts were also made through phone calls and one on one meetings, as requested.

In addition to providing emotional support to employees, PCI volunteers also discuss the grieving process and normal reactions to stressful situations. Handouts and brochures are available for staff at the defusing sessions.

The PCI Advisory Committee focuses on ways to improve this service for employees, as well as, recruit and prepare new volunteers to facilitate defusing sessions. PCI volunteers and Advisory Committee members receive training in the areas of grief and crisis response.



Pharmacy Services

PROGRAM HIGHLIGHTS

The Pharmacy Department employs one full time registered pharmacist as director, 3.2 registered staff pharmacists, and four pharmacy technicians. Hours of operation are from 7:30 AM to 4:00 PM daily, Monday through Friday. Pharmacy services are provided in CWC living units and in the CWC Short Term Care Unit.

The Pharmacy department provides and promotes comprehensive pharmaceutical care for the health, safety, and comfort of individuals, their families, and staff. The department helps individuals residing at the Center receive optimal care by ensuring safe and appropriate use of pharmaceutical products. Pharmacy Department Services include:

Distribution of all Medications

- ◆ Procurement and management of pharmaceutical inventory.
- ◆ Direct control, packaging and distribution of all medications.
- ◆ Preparation of extemporaneous pharmaceutical preparations.

Clinical Reviews

- ◆ Review of all medication orders for allergies, proper drug use, dose, dosage form, dosage regimen, and route of medication; drug-drug, food-drug, drug-tube feeding, and drug-lab interactions; adverse reactions, and side effects.
- ◆ Quarterly, comprehensive medication reviews with appropriate recommendations to the interdisciplinary team.
- ◆ Provision of pharmaceutical information to healthcare professionals and guardians.

Consultative Services

Pharmacists provide regular consultations to individuals upon admission to the Short Term Care Unit and at Integrated Behavior Reviews. These consultations include recommendations for alternate medications, dosage adjustments and changes in administration times to reduce complexities.

Pharmacy Student Program

Pharmacists provide training to Doctor of Pharmacy students through an 8 week Advanced Pharmaceutical Care Clerkship. The Center became an Experiential Education Site for the University of Wisconsin School of Pharmacy in May 2001. Students are involved in a variety of activities including interdisciplinary team functions and formulary development.

Pharmacy and Therapeutics Committee (P&T)

The Pharmacy Director serves as the chairperson for this twelve member interdisciplinary advisory committee, which represents the official organizational line of communication and liaison between medical, pharmacy, and other healthcare staff. It develops and implements broad professional policies relating to drugs at CWC, including their evaluation or appraisal, selection, procurement, storage, distribution, and safe use within the formulary system.

Medication Distribution Task Force (MDTF)

This four member interdisciplinary team is a subcommittee of P&T. This group serves as a board of consultants in matters relating to medication distribution. They then make recommendations based on observations and data collection to P&T, helping to ensure an efficient and safe medication distribution system.

Controlled Substance Committee

The controlled substance committee is an interdisciplinary subcommittee of P&T whose primary purpose is to identify current problems with storage, distribution, and documentation of controlled substances throughout the Center. The group then recommends policies and procedures that will ensure effective care and minimize the potential for diversion in accordance with State and Federal regulations.

Medication Error Evaluation Group

This four member interdisciplinary team is a P&T subcommittee for review of all medication errors. The group identifies root causes and makes recommendations to P&T to prevent future errors.

Medication Technology Task Force (MTTF)

This ten member interdisciplinary team is a subcommittee of P&T. Team members are from pharmacy, nursing, medical records, respiratory therapy, data center, business office, and the medical staff. The purpose of the group is to identify new technologies that will improve documentation, efficiencies, and cost effectiveness within the medication system.

Quality Improvement Activities

Pharmacists provide ongoing consultation in all areas of medication therapy and distribution. They participate in interdisciplinary team functions and provide recommendations in areas of behavior intervention, pain management, nursing medication policies and procedures, emergency care, and medical audits. Quality improvement studies are conducted to help identify "best practices" that will ultimately result in cost containment. Studies are also conducted in areas of distribution to identify ways to improve the systems of medication labeling, delivery and security.

Publications

The department, in conjunction with P&T, is responsible for revising and publishing the "Formulary". The "Formulary" is a continually revised list of pharmaceuticals and medication related policies, procedures, and information that represents the clinical judgement of the physicians, pharmacists, and other health care professionals in the diagnosis and/or treatment of disease and promotion of health. The Pharmacy Director is working with Data Center staff to develop a formulary system database that will soon be available on the Center's Intranet site.

In an effort to keep all CWC staff informed of medication related changes, the P&T Committee also publishes a "Pharmacy and Therapeutics Update Bulletin" via email and the Intranet. This publication informs staff involved in the Center's medication system of the changes from the last P&T meeting.



Psychology Services

PROGRAM HIGHLIGHTS

The CWC Psychology Department is committed to providing state-of-the-art support services that maximize the quality of life of the individuals living at the Center. In keeping with this commitment, annual skill and progress assessments are provided for all individuals living at CWC, and behavior intervention services are provided for each individual who has been identified by their interdisciplinary support team as in need of these services. In addition, community technical assistance and workshops are provided to support individuals with developmental disabilities currently living in community settings. An example of the extension of services to support individuals living in community is the recently opened Short-Term Assessment Program in Stevens Hall East. The program provides inpatient assessments for children and adolescents with developmental disabilities and complex psychiatric/behavioral needs.

The Psychological Services Department consists of the Director of Psychology/Program Services, nine Staff Psychologists (7.7 FTE), and five Psychological Services Associates (5.0 FTE).

Psychology Department initiatives include:

- ◆ Assuring that all behavior intervention plans are derived from a detailed assessment of behavior function.
- ◆ Assuring that all behavior intervention plans have functionally equivalent replacement behaviors that can be substituted for the identified problem behavior.
- ◆ Providing direct training to help individuals acquire functional replacement behaviors.
- ◆ Providing assessment and monitoring of all individuals who are at risk for accidental or intentional ingestion of nonnutritive substances.
- ◆ Providing reliable data on the incidence of peer to peer aggression and developing recommendations for reducing peer aggression.
- ◆ Developing interventions that can reduce the need for restraint usage (see graph).
- ◆ Providing competency-based training and algorithms to facilitate implementing staff's comprehension of intervention procedures.

- ◆ Monitoring the implementation of Individual Behavior Intervention Programs (IBIPs) to assure accuracy, consistency, and effectiveness.
- ◆ Eliminating the use of interventions commonly viewed as more intrusive including time-out/separation procedures (see graph).
- ◆ Promoting integration of medical, psychiatric and psychological services for individuals with problem behaviors through an integrated review and planning process referred to as Integrated Bio-behavioral Reviews.
- ◆ Continually updating and refining training curriculums for new employees.
- ◆ Developing operational procedures for the Short-Term Assessment Program.
- ◆ Identifying ways to reduce staff injuries stemming from aggressive behavior demonstrated by individuals living at CWC.
- ◆ Assessing adaptive behavior and cognitive skills to assist interdisciplinary teams in identifying appropriate learning objectives for the people living at CWC.
- ◆ Supporting the organization's efforts at quality improvement through implementation of a "systems" focused model.

TABLE V – Restraint Trends

Individuals with Behavior Restraint

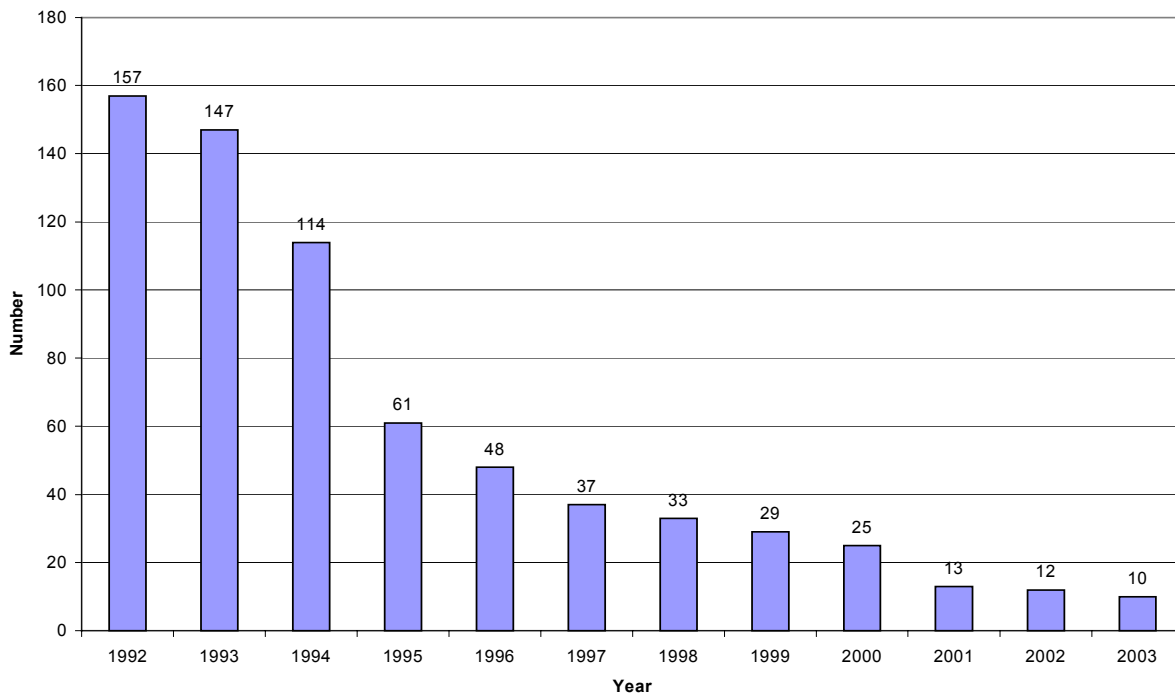
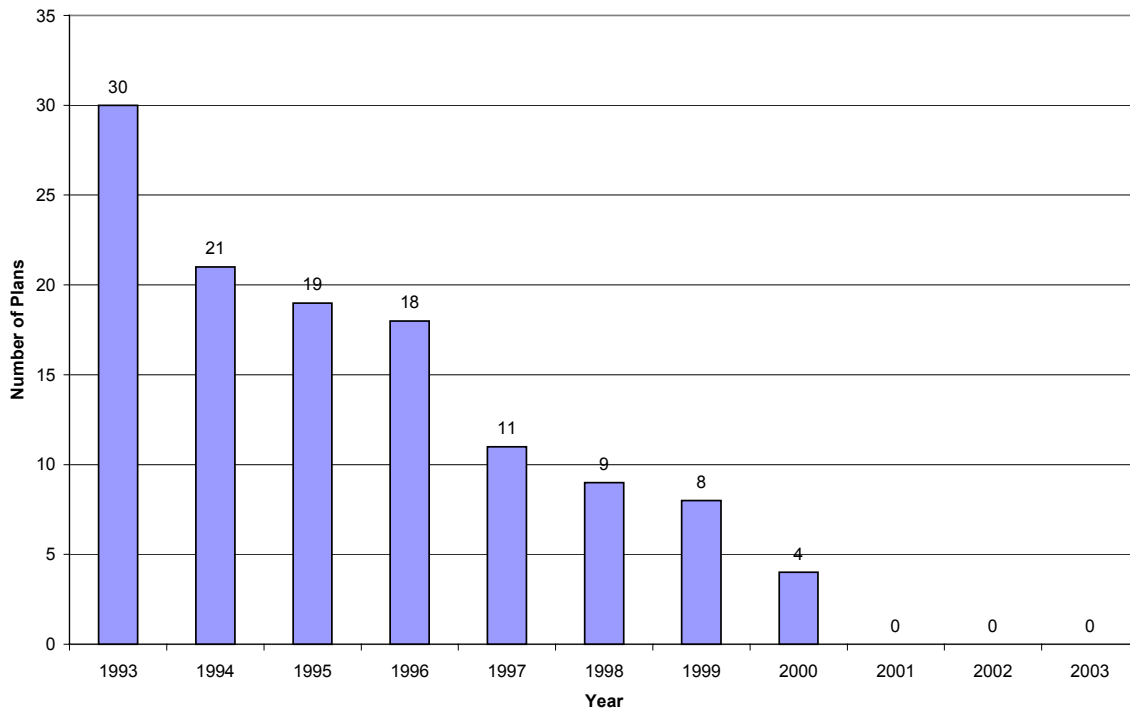


TABLE VI – Restrictive Interventions Trends

Individuals with Restrictive Interventions Such as Time-Out



Qualified Mental Retardation Professional

PROGRAM HIGHLIGHTS

Qualified Mental Retardation Professionals (QMRPs) are the case managers and primary advocates for the individuals who live at Central Wisconsin Center. QMRPs are responsible for developing, coordinating, integrating and monitoring Individual Program Plans (IPPs) to assure quality outcomes consistent with treatment approaches.

The QMRP Department provides consultation and training services for other public and private facilities throughout the State of Wisconsin. In addition, the CWC QMRP Department has taken a leadership role in improving the communication and sharing of information among all QMRPs in Wisconsin. The CWC QMRP Department has coordinated and hosted a number of state wide QMRP Conferences at Central Wisconsin Center in the previous years.

The QMRP Department has an ongoing commitment to improve the quality of life for the people who live at CWC. There are presently fifteen QMRPs on staff at CWC. The average caseload per QMRP is approximately twenty-five individuals.



Rehabilitation Services

PROGRAM HIGHLIGHTS

Organization

The Rehabilitation Services Department provides Physical Therapy, Occupational Therapy, Respiratory Therapy and Rehab Technology services to persons living at Central Wisconsin Center. The Department consists of the Director of Rehabilitation Services, 8.9 physical therapy positions, one physical therapy assistant, 9.75 occupational therapy positions, 3.85 occupational therapy assistants, seven respiratory therapy positions, and seven orthopedic appliance technicians.

In its eleventh year as a Wisconsin Medical Assistance (MA) Provider, CWC generated \$18,530.46 in MA reimbursements, which are billed and reimbursed on a calendar year basis. Medical Assistance is billed for the splint devices used at CWC and the seating systems and splint devices for outpatient clients. Private insurance, if available, continues to be billed for all adaptive equipment for both CWC and outpatients. Income generated from private insurance in the last fiscal year was \$2,600.00.

CWC Services

Therapy Services

The Rehabilitation Services Department continues to provide quality physical, occupational and respiratory therapy services to people who live at Central Wisconsin Center and those admitted through the Short-Term Care Unit and Short-Term Admissions Program.

TABLE VII
Therapy Services

	Occupational Therapy	Physical Therapy	Respiratory Therapy
Service Provided	02-03	02-03	02-03
Community – Active	5	7	25
Community – Completed Referral	201	209	35
Community – Consult	7	5	
Community - Referral Received	201	204	36
CWC – Active	124	96	94
CWC – Completed Referral	360	363	108
CWC – Referral Consult	432	454	
CWC – Referral Received	361	370	105

Rehabilitation Technology Services

The Rehabilitation Technology Laboratory provides seating systems, positioners, and orthoses for people residing at Central Wisconsin Center. In FY 03, the Lab provided services to individuals who reside in the community on an inpatient and outpatient basis. Prior authorizations for seating systems/wheelchairs were submitted for 34 clients.

TABLE VIII
Rehab Lab Orders Completed

	Rehab. Orders Completed
	02-03
Miscellaneous	1112
Orthoses	17
Seated Positioning Systems	52
Prone Positioners	10
Sidelyers	4
Supine Positioners	6
Community Seating Systems/Orthoses	90
Cancelled Work Orders SCU	0
TOTALS	1291

Student Training Programs

Occupational Therapy Student Program

Occupational Therapy provides training for individuals who are enrolled in occupational therapy and occupational therapy assistant programs. Over the past fiscal year, a total of six Level II occupational therapy interns completed 12-week affiliations. One Level I occupational therapy students completed a 20-hour practicum, one Level I occupational therapy student completed a 40-hour practicum and two Level I occupational therapy assistant students completed 40-hour practicums. Five students successfully completed their Level II internship and four students successfully complete their Level I internships. In addition, the student coordinator presented lectures on Sensory Processing Disorders and Oral Motor Development to occupational therapy interns in their third semester of study at Madison Area Technical College.

Contracts for student affiliations remain in effect with the following schools: University of Wisconsin-Madison, Western Michigan University, Mount Mary College, Washington University, Quinnipiac College, St. Ambrose College, Concordia University, Madison Area Technical College, University of Minnesota and the University of Wisconsin-Milwaukee.

Eight therapists, in addition to the Clinical Student Coordinator, have been nominated for preceptorships from the University of Wisconsin-Madison.

Physical Therapy Student Program

Physical therapy continues to provide training for physical therapy and physical therapy assistant interns. Seventeen physical therapy students have participated in the training program, including seven interns for eight weeks, three interns for seven weeks, one intern for six weeks, four interns for four weeks, one intern for two weeks and one physical therapy

assistant for 4-weeks. Fifteen physical therapy interns successfully completed clinical affiliations.

Contracts for student affiliations were renewed or remain in effect with the following schools: University of Wisconsin-Madison, Marquette University, Washington University, Northwestern University, Mayo School of Health Related Sciences, Finch University/Chicago Medical School, Concordia University, Maryville University, Quinnipiac College, Carroll College and Blackhawk Technical College's Physical Therapy Assistant Program.

Ten therapists, in addition to the Clinical Student Supervisor, have been nominated for preceptorships from the University of Wisconsin-Madison.

Respiratory Therapy Student Program

From September 2002 through December 2002, seven second-year Madison Area Technical College Respiratory Therapy students participated in the Respiratory Therapy Program. Each student spent one day observing and assisting the respiratory therapists. The contract with Madison Area Technical College, to provide this one-day clinical observation practicum, has been renewed.

Services Provided to Community Agencies

Occupational Therapy, Physical Therapy, and Respiratory Therapy spent a total of 799.5 hours providing training and consultation to: Madison Public Schools, parents, guardians, individuals involved in placement and planning issues, University of Wisconsin-Hospital and Clinics during swallow studies and orthopedic appointments, sheltered workshops, and bus companies.

Occupational therapy in conjunction with psychology presented two community workshops titled Sensory Processing Disorders: Behavioral Implications. One workshop was a full day presentation given at Central Wisconsin Center the other workshop was a 1/2 presentation provided to program staff in Eau Claire, Wisconsin.

Services Provided to CWC Staff

Physical Therapy, Occupational Therapy and Respiratory Therapy continue to provide training to staff at Central Wisconsin Center. Over the past fiscal year therapists have spent a total of 761.25 hours in Staff Training and Development, offering training sessions during the certified nursing assistant classes. Two hundred and fifty-one hours have been spent training RCTs on individual occupational therapy, physical therapy and respiratory therapy client goals and programs to be carried out in the various apartments. The majority of the time was spent on competency based training. In addition, a total of 126.5 hours of training have been provided to UW Rehabilitation Medicine Physicians, RNs, LPNs, program staff, teachers, and new Rehabilitation Department employees.

Projects and Community Training

Assistive Technology Resource Center (ATRC)

The Assistive Technology Resource Center offers evaluation by a speech pathologist and occupational therapist. The purpose of the evaluation is to match individual needs and ability with switches and communication devices. The goal is to increase independence and ability to control the environment. In addition, the Assistive Technology Resource Center includes a library where individuals can borrow equipment to try in their apartment. Four individuals have been evaluated and numerous equipment loans have occurred over the past fiscal year. In

addition to providing evaluations and equipment loans a speech and occupational therapist provided training to MH West staff on the use of switches during activities. The ATRC committee is in the process of developing a picture catalogue of all the equipment available, this catalogue will be distributed to all apartments.

Resident Care Technician (RCT) Training Committee

The purpose of this committee is to make recommendations for training RCTs in order to promote RCT safety and competency in occupational and physical therapy apartment issues. The committee has developed a RCT Apartment Competency Check-off List which is currently in use. The committee is continuing to review the check-off list and is in the process of making revisions to the RCT Apartment Competency Check-off List.

Staff Training and Development

Handouts for Bed positioning have been updated. The following lectures have been made into PowerPoint presentations: Wheelchair cleaning, Mealtime Guidelines, Deformities and Development of Normal Eating. Rehab staff are involved in the reorganization of the RCT training program.

Transportation Committee

The transportation committee has provided training to adult education staff and Successful Work Options on bus evacuation. Focus Corp received training on transporting people with special needs, lifting, body mechanics and bus evacuation. Two new E-Z On Vests were purchased to try with clients during bus and car transportation. New tie down extenders have been added to the wheelchairs of all clients who regularly use bus/van transportation.

Spasticity Committee:

The spasticity committee has developed a form based on a Modified Ashworth. The form is currently being used for all individuals who receive Botox or Phenol injections.

Prone Positioner Committee:

A committee consisting of physical and respiratory therapist met and developed criteria for the use of prone positioners. The criteria included recommended weight limits with weight limits varying depending on the type of positioner and the transfer used to place the individual on the positioner. The committee also recommended that all individuals who use a prone positioner or scooterboard have an electric bed. The recommendations from the Prone Positioner Committee have been implemented Center-wide.

Ergonomic Projects

Evaluation of traffic patterns in the tunnels. Staff from Rehab Services together with the Risk Manager and two students from the Industrial Engineering Department from the UW-Madison worked on the project. There had been four incidents in the tunnel involving staff and transport equipment in the past two years. Problems identified: increased number of jitneys and bikes; lack of parking space or inappropriate parking space, traffic rules such as R vs. L driving, right of way, adhering to stop signs, use by individuals for exercise/recreation, use by foster grandparents. Policies and procedures governing the tunnel traffic were outdated.

The committee studied the traffic flow, peak times, intersections, visual clearance, stop sign, possible mirrors, parking spaces, and use of bikes. The committee's recommendations included the installation of improved signage at critical intersection and procedures regarding the flow of the traffic. The committee also updated the policies and procedures for the use of

the tunnels. Procedure for registration of bikes and traffic flow and rules for the various users of the tunnel were included. Parking areas for bikes to ensure safe operation in the tunnel had been discussed. The committee will present their recommendations to the Administrative Staff this month.

Work Injury Management Program

Work Capacity Screenings

In FY02, 257 Work Capacity Screenings were completed. Two-hundred and forty-six individuals passed and 11 failed.

Work Conditioning Program

The work-conditioning program designed to prepare employees for return to work following an injury, served 8 individuals. Six returned to full work capacity, one is off work and one sought other employment.

Ergonomic Task Forces

The Ergonomic Task Force is designed to assist staff in creating an ergonomically appropriate work environment to prevent staff injuries. Several Ergonomic Task Forces continue to meet on a bimonthly basis to address concerns. The Center-wide Task Force meets monthly.

Job Site Analyses

Nine job site analyses were completed. Most of the job site analyses involved seating arrangements on computer stations; other classifications completed included Food Service. Environmental modifications and equipment suggestions were provided.

All employees who have filed an incident report due to an ergonomic related problem, whether or not it results in a worker's compensation claim, are being provided with 1:1 job analysis. Included in the analysis is a review of the injury, job hazards, body mechanics and other issues related to preventing a reoccurrence of the problem.

Preventive Fitness Program

This aspect of the work injury management program provides individualized preventative exercise programs to employees who feel they demonstrate areas of weakness in flexibility, strength, endurance or overall poor physical conditioning. A total of 2335 hours were spent on preventive exercises.

The Fitness Newsletter continues to be published monthly on the Web and is attached to the Daily Administrative Bulletin. This is produced in conjunction with the Employee Health nurse.

Three more sessions of the Personal Fitness Program were offered to any interested CWC employee during the past fiscal year. The program provided four 1-hour consultations with a certified trainer and one 15-minute consultation with a registered dietician. The program was funded with CWC workers' compensation savings and DHFS risk management funds in addition to a \$20 employee enrollment fee. Seventy-one employees participated in the program.

Quigong/Tai Chi Classes for physical fitness were offered this past year. A total of three 8-week sessions were provided. Sixty-seven employees participated in the program.

The Fitness Walk Challenge ran from 9/29 through 10/26. The Challenge was composed of walking teams. Individual team members walked on CWC paths or Fitness Room aerobic machines for 30 minutes per day 5 days per week. A participant recognition celebration was held in the fitness room.

Equipment

Equipment purchases were based on suggestions from the Center-Wide Task Force. Equipment purchased from the Worker's Compensation Funds includes: Mity-lite weight tables, ceiling lifts, spring lift inserts, anti-fatigue mats, automatic door openers, lakeside carts, fitness equipment, miscellaneous ergonomic equipment and splints, step stools, electric beds, food service racks, multifold ramps, shelving for stores and asbestos removal equipment.

Research

The information in the work injury database is up to date. However, there are still no reports written to access the data. Request can be made to Data Center for queries to get certain information. A listing of all incident reports has been entered into Word and is updated on a weekly basis to provide injury information to supervisors. This began in 10/01. Summaries of this information are available as well. Work Injury Management staff have spent 42 hours over the past fiscal year keeping this injury information updated.



Religious Services

PROGRAM HIGHLIGHTS

The Chaplain provides pastoral care and support to the individuals who live at CWC, those hospitalized, their families and CWC staff. Worship services, spirituality groups, memorial services, sacraments, pastoral and grief counseling and meditation materials are offered on an ongoing basis. Projects initiated during the past year include redecoration of the chapel and grief support groups for staff. Ongoing projects include fellowship following worship on special occasions, visits including worship opportunities at CWC by local church groups, and continued community outreach. The Chaplain provided presentations at area churches. The Chaplain works with UW Hospital to provide hospital visits and to act as a liaison between the hospital and CWC. As a means of furthering community outreach, community pastors and agencies have provided backup services for CWC in the absence of the Chaplain.



Resident Living

PROGRAM HIGHLIGHTS

Resident Living provides programs and services to 350 individuals living in nine living units at Central Center. The primary focus of resident living personnel is to assist individuals to participate in daily living activities, leisure activities and structured programs.

The individuals who live at Central Center participate in structured programs throughout the day either in the community or on campus. Resident Care Technicians (RCTs) provide leisure activities three to four times per day. Individuals participate in a wide variety of activities, including music, craft projects, reading, board games, grooming, gardening, sports, holiday themes, and sensory stimulation. Individuals also participate in living unit special events as well as center-wide special events.

Initiatives within Resident Living include:

- ♦ Air Handler replacement, bathroom and apartment remodeling has been taking place. These initiatives have involved individual movement for a three-month period.
- ♦ Living Unit-6 and Murphy Hall 4-South are no longer being used for long-term living space.
- ♦ Living Unit-1 was reopened January 6, 2003 and houses two separate programs –the Short-term



Assessment Program and Long Term Care.

Building 5 Renamed Gee Hall

- ♦ Supporting and participating in the “Systems Management Model” that is being utilized for quality improvement.
- ♦ Assess injury trends and identify strategies to reduce these injuries for both the people living at CWC and employees.
- ♦ Working in conjunction with Staff Training and Development (ST&D), each living unit now has a ST&D instructor assigned as a direct liaison to assist with training needs.
- ♦ Work with ST&D to refine training schedules for Resident Care Technicians.
- ♦ In conjunction with WSEU, Local 634 compile the data for the RCT Coach Project.
- ♦ Continue to work with labor on “Best Practice” initiatives that improve retention and work practices.
- ♦ Improve the understanding of the Active Treatment concepts through training by the Adult Education teachers and the entire team.



Social Services

PROGRAM HIGHLIGHTS

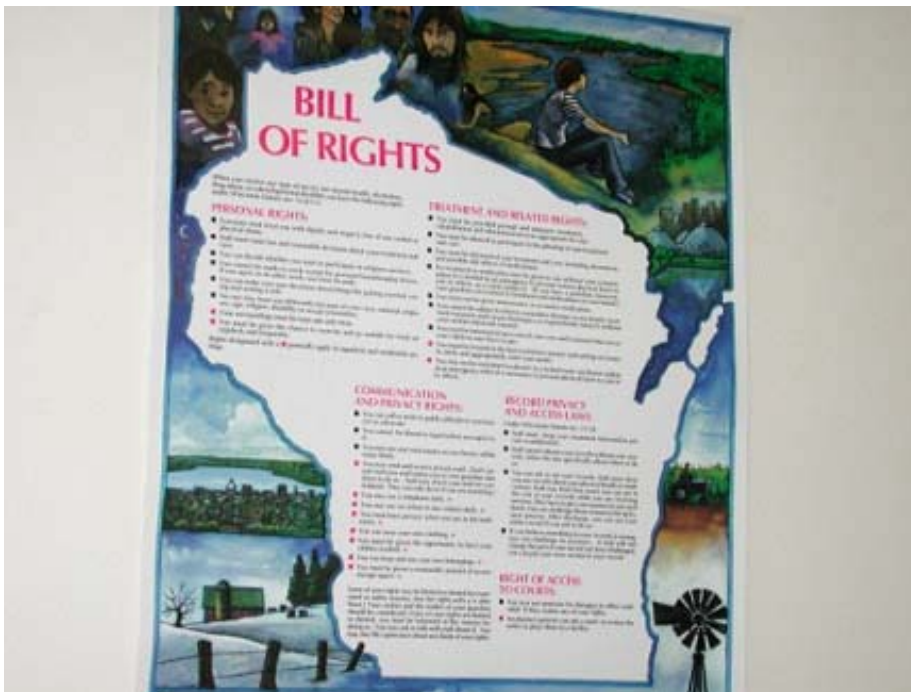
Social Work staff is the primary contact for guardians of individuals living at Central Center. Part of the social workers role is to advocate for the best interests of the people who live at CWC, their families and their guardians. Social workers are responsible for keeping guardians

informed regarding changes in health status or treatment programs. The social worker assures parent or guardian participation as part of the CWC treatment team's decision making process for each individual. Social worker staff facilitated a large number of guardian consents for release of information, immunizations, medications, medical treatments and treatment programs.

Social workers are the primary liaison between CWC and county human service department case managers, Madison public schools teachers and other community agencies serving individuals living at Central Center. Social work staff assists guardian *ad litem*s by providing information for the annual WATTS review for individuals age 14 and older who are protectively placed at the Center to ensure each individual continues to live in the least restrictive environment. Social workers assist county case managers to complete the county protective services yearly review for individuals at the Center.



Director Speaks with Parents at Annual Meeting



Social workers are the primary support for families and guardians during sickness, surgery, terminal illness and death. They facilitate meetings and exchange of information between medical staff, families and other CWC staff. They assist with grief counseling. The social worker assists with arranging memorial services and the coordination of the purchase of memorial items

requested by the family or guardian. They encourage and assist guardians in establishing advanced funeral arrangements and assist with the financial aspects of the transaction.

Social workers arrange for guardians to participate in the annual program review for their family member/ward via a conference call. The opportunity for a conference call permits those

parents and guardians who live a great distance from the Center to actively take part as a care and treatment team member and to ask questions and offer their suggestions.

The guardian apartment, located in the short-term care unit, continues to be used by families that must travel long distances to visit. In some cases, social workers also arrange for payment of travel expenses from individual personal accounts when requested by the guardian. Social workers also assist with various aspects of purchasing items for people who live at CWC. The guardian is always contacted for consent for major monetary purchases.

Social work staff arranged for individuals living at Central Center to enjoy a weeklong stay at Wisconsin Badger Camp located near Prairie du Chien. In addition to coordinating arrangements for Badger Camp, social work staff visit camp to ensure that all health and treatment needs are met.

On December 8, 2002 the Murphy Hall social worker coordinated the annual holiday open house. The holiday parties were enjoyed by over 80 families and friends, many of whom report that they look forward to this social event each year.

The CWC Social Services Department consists of 5 staff with an average caseload of approximately 65 individuals. All CWC social workers meet the certification requirements established by the State of Wisconsin Licensing Board. They continue to participate in continuing education coursework to fulfill the ongoing certification requirements.



Staff Training and Development / Community Training

PROGRAM HIGHLIGHTS

Staff Training is a shared effort by all CWC staff. Utilizing the interdisciplinary approach, staff actively teaches, learn and work together. Clinical service areas and apartment staff develop and present training offerings independently and cooperatively with the Staff Training Department. Instructors identify staff learning needs, plan, coordinate and present training.

Best Practices

Staff Training and Development continues to coordinate routine meetings of the Department of Disabilities and Elder Services (DDES) and Bethesda Lutheran Home Staff Training Primary Nurse Instructors. The purpose of these meetings is to share best practices of training and resources. Key topic for the year was the coordination and operation of the written and clinical skills testing to meet the Promissor requirements necessary for the students to become Certified Nurse Aides. This system is a major change from the in-process testing that was previously done to verify competency.

Updated annual Fire Safety Training, Blood-borne Pathogens, and Rights of Individuals with Developmental Disabilities computer base training packages are available to all CWC staff. A limited number of live presentations of the sessions are available upon request. The goal is to continue to develop a library of computer based training sessions. Computer base training is

one of the methods used to present training on Health Insurance Portability and Accountability Act (HIPAA) and communication.

Cardiopulmonary Resuscitation

Aligning under the umbrella of the Wm. S. Middleton Memorial Veterans Hospital Community Training Center, CWC continues to provide quality AHA CPR training for CWC staff and individuals from the community.

From July 2002 - June 2003, participants in the Healthcare Provider Beginner, Healthcare Provider Renewal, Heartsaver Beginner and Heartsaver Renewal CPR demonstrated the revised American Heart Association CPR and Automatic External Defibrillator techniques.

Program staff who take individuals to activities outside of Central Wisconsin Center participate in the four-hour American Heart Association First Aid Course.

Partnership

Central Wisconsin Center serves as a clinical site for students attending the Madison Area Technical College Certified Nurse Aide Instructional Program. Primary Nurse Instructor provided 45 hours of clinical supervision for the nine students.

Information Systems and Staff Training and Development partnered to develop a new employee training database. The team continues to refine the system. Individual, monthly, and specific class reports may be generated from the database.

A Training/Travel Approval data based used by ST&D and the Business Office was developed by Information Systems. This system requires data to be entered only one time. Both departments are able to review to date what has been approved and reimbursed.

Training Activities

Major training activities during this year included:

<u>TITLE</u>	<u>LENGTH</u>	<u>PARTICIPANTS</u>
New Employee Orientation	16 hr.	180
Certified Instructional Program for RCTs	160 hr.	157
Certified Instructional Program for Community/MMHI	101 hr.	18
Instructional Program for CNAs	80 hr.	28
RN Orientation	165 hr.	7
LPN Orientation	115 hr.	11
Charge Nurse Orientation	2-8 hr.	3
RCT 2 Course	24 hr.	35
Success Builders for RCT 2s	8 hr.	40
Cardio -Respiratory Emergency Drills	1 hr.	220
CPR Beginner (AHA Healthcare Provider)	6 hr.	9
CPR Renewal (AHA Healthcare Provider)	2 hr.	102
CPR Instructor Course	8 hr.	2
Heartsaver AED Course	4 hr.	28
Heartsaver Facts First Aid	6 hr.	24
Assertiveness Training	16 hr.	25
Glove Usage, Disposal, Storage	0.5 hr.	61

<u>TITLE</u>	<u>LENGTH</u>	<u>PARTICIPANTS</u>
HIPPA (video)	0.5 hr.	309
LPN Workshop "Changes in the Wind"	2 hr.	18
Respiratory Emergencies	1 hr.	
Self-Protection Techniques	1.5 - 3 hr.	
Take Your Child to Work Day	4 hr.	25
Van Training/MATC	4 hr.	52
Computer Based Training (Mandatory)		
Bloodborne Pathogens	0.5 hr.	
Fire safety	0.5 hr.	
Rights of Individuals with Developmental Disabilities	0.5 hr.	
Supervisory Training		
CWC New Supervisor Orientation	24 hr.	9
Injury Investigation	2 hr.	21
Supervising Supervisors	2 hr.	19
Dealing with Manipulative, Destructive Behavior In the Workplace	3 hr.	21
Managing the Troubled Employee	2 hr.	24
Bridging the Generation Gap	3 hr.	70
Secretary's Leadership Institute	6 hr.	16
Gripes of Wrath	2 hr.	19
Writing and Reviewing Performance Evaluations	2 hr.	35
Training and Travel Requests (DCTF 5842)		363

<u>DATE</u>	<u>Community Training Workshops TITLE</u>	<u>PARTICIPANTS</u>
10/03/02	Tardive Dyskinesia	16
10/24/02	Sensory Processing Disorders: Behavior Implications	25
03/06/03	Aging & Developmental Disabilities: Focus on Down syndrome and Alzheimer Disease	33
05/15/03	Tardive Dyskinesia	19
06/06/02	Aging & Developmental Disabilities: Focus on Down syndrome and Alzheimer Disease	27
	Healthcare Provider (Beginner)	4
	DHFS Heartsaver two 4 hr sessions	12
Total participation in Community Training events		357



Take Your Child To Work Day

PROGRAM HIGHLIGHTS

The ninth annual "Take you Child to Work Day" was held on April 24, 2003 in Murphy Commons. There were 30 children in attendance with ages ranging from 10-16.

The day's events included activities related to Health, Nutrition, Food Taste Tests, Rehab Technology, and Communication. The youth were also given the opportunity to participate in recreation activities with the people who live at Central Wisconsin Center.

A pizza lunch was provided for all participants and their parents following the morning activities. The participants had the option of spending time learning about their parent's job during the afternoon or returning to school. Feedback was positive and participants look forward to the program every year.



Therapeutic Recreation

PROGRAM HIGHLIGHTS

The Therapeutic Recreation (TR) Department provides a wide variety of services and activities that assist people living at CWC. These services assist people to acquire and maintain social, physical, cognitive, and emotional skills through the method of leisure and play. The services are designed to meet individual needs and interests of people living at the Center through a diversified program of activities, both within the facility and in the community.

Program Goals for Participants:

- ◆ To develop social interaction skills within the context of recreation services
- ◆ To improve and maintain cognitive abilities that will allow effective interactions with his/her environment
- ◆ To develop or increase perceptual motor, functional, organic and kinesthetic skills
- ◆ To increase knowledge of his/her personal capabilities
- ◆ To provide opportunities for fun, relaxation, and self-expression
- ◆ Integration into community based recreation programs

Work Areas/Responsibilities

The TR department employs 9 therapists and 20 therapy assistants. Staff provides regular scheduled recreational programs to people over the age of 21. TR staff are assigned to each unit.

During the summer months, TR staff enrolls students from Madison Public School into recreational programs. Special Activity Helpers (SAH) are hired during the summer months to assist TR staff in providing an increased number of outdoors and community experiences.

Each staff member provides six hours of contact per day and is responsible for providing the following service areas to the people who live at Central Center: functional intervention (therapy), leisure education, and recreation participation. Services are designed to meet individual needs and interests through a diversified program of activities, both within the facility and in the community. Staff provides recreation and leisure activities as a way to work on essential life skills. Staff integrates client individual program plan objectives and replacement behavior goals into each program. On a monthly average, the Therapeutic Recreation staff provides approximately 3,770 hours of program. Since January of 2003, 357 individuals have received active TR services, this number includes people served in the Short Care Term Unit and Short Term Assessment Program.

A wide variety of activities are offered throughout the year. These activities include sports, music, board games, aquatics, spirituality, sensori-motor activities, computers, self-image, arts and crafts, money management, horticulture, socialization, leisure, and community experiences.

Special Events



*Therapeutic Recreation
Department Sponsored the
Norway Event in May 2003 to
Celebrate Norwegian
Independence Day*

Center Wide Events

Staff organizes and implements center-wide and unit special events, including the summer event “Caribbean Dreams”, a Halloween Party and Haunted House, Santa Night, and the Zor Shrine Circus.

Camping

Staff in the TR department provides camping trips for people living at CWC. With combined efforts from staff in the Vocational Services Department several people living at CWC were able to partake in camping adventures held at MacKenzie Environmental Resident Center. The campers were able to enjoy the great outdoors; educational sessions were provided to assist the group in learning about nature. Food and mealtime activities are also a highlight of this activity. During the evening hours, the group ventured outdoors for a campfire and roasting of marshmallows.



Summer Pontoon Rides

Sharing of Talents

The Therapeutic Recreation department provides monthly “Sharing of Talents” events. These center-wide events are funded through the CWC Service Auxiliary. Area performers provide the entertainment for these events. Entertainment and refreshments are provided. The following chart displays events held:

TABLE IX Sharing of Talents Events

MONTH, YEAR	EVENT	Unit Sponsor	NATURE OF PERFORMANCE
July 2002	Deforest High School Band	B4	Music
August 2002	Cripple Creek Cloggers	B7	Dance Group
October 2002	Haunted House	Center Event	Halloween Activity
November 2002	Trombone Hot Cross Bones	B5	Music
December 2002	Church Choir	B4	Music
January 2003	Madhatters Vegas Nights	MH Center Event	Music Games
March 2003	CWC Music Therapy Band	Music Therapy	St. Patrick's Hooley Event
April 2003	USA Choir	B1-Music B2	Music
May 2003	Tomeks Jazz	STCU	Music
June 2003	Swing Shift	B5	Music

Money Management

All people living at CWC have a Money Management Assessment completed and reviewed on a yearly basis. There are three skill levels determined from this assessment. People scoring in Level II have emerging money management skills and often have pre-money management programs. People scoring in Level III have an active money management training program- and have an IPP goal in this area.

Staff in the TR department provide people living at CWC increased opportunities to spend personal funds. These opportunities are offered on daily trips to local shopping centers and restaurants and at CWC, e.g. the General Store, vending machines, and book sales etc.

Individuals living at CWC now have frequent opportunities to be present when personal funds are spent on clothing, leisure items and/or room décor. Those who are unable to travel away from CWC due to health reasons are able to shop at the General Store for these items. Although many individuals do not comprehend the use of money, they are now being offered the opportunity to participate life situations in which personal funds are spent.

Special Meal Opportunities

The TR department has been placing special emphasis on offering people who live at CWC opportunities to participate in meal/food activities. These include, but are not limited to dining in area restaurants, holiday meals, cooking and baking activities, picnics, theme meals and parties with food. The TR department has purchased several items to assist people in participating in these activities.

The General Store

This store is open for business Tuesday and Thursday mornings from 0900-1100 and Monday and Friday afternoons from 1500-1600. The store is open to those who live at CWC and has several items for sale, such as: personal grooming items, clothing, movies, music, games, leisure items, sensory items, seasonal items, etc. The store is operated by a person living at CWC and a TR staff member. The store has been quite successful- money generated replenishes items for sale.

Explorer Scout Program

Central Center has five participants in the Explorer Scout Program. The scouts meet two evenings each month. One meeting is a business meeting designed to work on badge achievement and the second meeting is a community outing organized by the scouts to work on program objectives. During the summer months the Explorer Scouts participate in two outings per month. The objectives of this program are:

- ◆ Fitness – Improve the mental and emotional abilities of each scout
- ◆ Career – Awareness of careers through tours, speakers, and demonstrations
- ◆ Service – Develop within each scout the desire to help others and increase knowledge of the basic rights of others
- ◆ Social – Enhance social skills through group interactions
- ◆ Citizenship – Teach scouts about our American heritage and awareness of our local community and government
- ◆ Outdoors – Increase scout's knowledge of outdoors and ways to protect our environment

Highlights this year have included making Holiday cards for patients at the VA hospital, pontoon outing, Concert on the Square, and a concert at Warner Park.

The Explorer Scouts host an annual hot dog sale as fundraisers. Proceeds from the sales are used to pay for annual fees and supplies for the program.



Transportation Services

PROGRAM HIGHLIGHTS

Staff at Central Wisconsin Center continues to provide individuals a number of leisure/recreational off-campus activities in the Madison Area. Two transit companies provide transportation for community integration and money management trips; they are FocusCorp and Successful Work Options. CWC also maintains a fleet of four wheelchair accessible vans and two fifteen passenger vans.

The monthly average of regularly scheduled off ground trips was 69. "Regularly scheduled" is defined as trips that occur on a weekly basis. Additional outings not regularly scheduled are trips that occur on the weekend, and unique trips, e.g., pontoon boat rides, camping, Explorer Scout excursions, concerts and local performances, sporting events and seasonal attractions. The number also does not include trips out of the area community, e.g., attractions and events at Wisconsin Dells, Badger Camp in Prairie Du Chein, trips to the attractions and museums in Milwaukee and other cities, and amusement parks.

The Therapeutic Recreation staff have taken great effort in providing community outings to a greater variety of locations and activities in the community and have been offering a greater number of full day trips to attractions all around the state. Each unit has planned and implemented off campus activities with destinations out of the Greater Madison Area.

The Information Technology Department has created a database to collect community integration information. This database is to assist with information that pertains to number of outings each individual is offered on a monthly basis and the number of hours he/she spends away from CWC for leisure activities. This database also documents the type of activity/location that was offered on these trips. The database was implemented during the month of April.

Four of the five Contracted Day Service Programs currently provide transportation for the individuals residing at CWC who receive year round programs. Central Wisconsin Center contracts with these four agencies: FocusCorp, Inc.; Successful Work Options (SWO); and Madison Area Rehabilitation Centers (MARC East & West) to provide transportation to and from programs. MARC West provides transportation for Pathways.

During the past year, 754 trips were made for medical reasons, such as outpatient appointments, emergency care or hospitalization. Curtis Ambulance Service, Ryan Brothers Ambulance Service, Meister's Special Care Transport, Alift Transportation and State car/van handled these trips. Medical transportation needs have increased by 3 percent from the following year.



Volunteer Services

PROGRAM HIGHLIGHTS

The CWC Service Auxiliary is a non-profit organization of volunteers, with a voluntary Board of Directors, dedicated to improving life opportunities for the people who live at CWC. This group was founded in 1968.

Staffing

The Volunteer Services Department consists of two staff members: Coordinator of Volunteer Services and a Program Assistant.

Volunteers

Individuals, churches, and groups assisted Central Wisconsin Center this fiscal year. Direct and indirect service volunteers provided 1,958.25 hours of service to the people who live at CWC. In addition, special event volunteers including companies, churches, schools, and Scouts assist with events, participate in group tours and learning sessions, provide gifts for special events, decorate for the holidays and escort people to pre-planned activities.

The Thursday Night Program is an ever growing success. Participants include UW Madison and MATC students, area high school students, area service clubs, local businesses, and special individuals from the surrounding area. This program brings awareness to the community of the work done at Central WI Center. Volunteers directly participate in structured events with the people who live at Central Center. Such events include creating artwork and attending dances, concerts and shows. Friendships and understanding are created between individuals and volunteers each semester. Many students choose to return to the program for more than one semester. A total of 68 people volunteered on Thursday nights.

All volunteers are invited to attend the annual volunteer awards banquet held in April. Those who attend are recognized for their length of service to Central WI Center. A luncheon at Bridges Golf Course, umbrellas and pins are provided. A certificate of appreciation is given to those celebrating five, ten, fifteen twenty and twenty-five years of service. Each month, a volunteer is honored with a picture and description of service, which is displayed on a bulletin board in Murphy Hall.

The “BIG THREE” Fundraisers

The first fundraiser project of the year is the “Bowl ‘Em Over” event, held at a local bowling alley in the month of February. One hundred thirty bowlers raised \$703.00 for the CWC Service Auxiliary. Twenty-seven businesses from the Madison and surrounding areas donated door prizes.

The second fundraiser of the year is the “CC OPEN” Golf event, which raised \$1,638.20 for the CWC Service Auxiliary. Sixty-three golfers participated. One of the highlights of the event was the Green Bay Packer team-autographed football, which was raffled off at the banquet.

The third fundraiser of the year is the “CWC Service Auxiliary Bazaar.” This event is held at Central Center in November. The event includes a Bazaar with crafts and raffles, a bake sale, and an Italian sausage sandwich sale. The event raised \$1,878.50.

Other fundraisers, outreach projects, and socials take place throughout the year. These include:

- ◆ The Bucky Book Sales (\$63.00)
- ◆ Noah's Ark Tickets Sales (\$181.00)
- ◆ Fireside Discount Coupons
- ◆ Sam's Club Discount Memberships
- ◆ Great America Discount Coupons
- ◆ SECC
- ◆ Tours, Speeches, Presentations, and Awareness Booths
- ◆ CWC Clean-Up Day
- ◆ Take Your Child to Work Day
- ◆ Beautification inside and outside the Center
- ◆ Annual Family Picnic
- ◆ Campbell's Soup Label Collection (62,000)
- ◆ Box Top's For Education Collection (2,200)

Publications

THIS IS CENTRAL CENTER – a brochure for use by Volunteer Services, tour groups, and new employees.

COUPON CLIPPER - a semiannual publication to provide an update on coupon needs and progress.

HAPPY ADS – a service to assist people who live and work here in securing and selling items and services. This publication is attached to the CWC Daily Bulletin every payday Friday.

Statistics

Direct Service Volunteers: 1,462.75 service hours

Indirect Service Volunteers: 495.5 service hours.

Monetary Donations:

Trust Fund	\$6,140.38
	\$100,000.00 (From the A. Hoffman Estate)

Holiday receipts	\$3,420.00
------------------	------------

Mini-Fundraisers	\$ 224.00
------------------	-----------

The Big Three	\$4,219.70
---------------	------------

Holiday Gifts:

CUNA Mutual	400 gifts @ \$10
Equifax	200 gifts @ various dollar amounts
Individuals/Groups	68 gifts @ various dollar amounts
The Giving Tree	8 gifts @ various dollar amounts

In April 60 Easter Baskets were donated by AFSCME locals 720 & 705 and distributed to the people who live at Central Center.

Campbell's Soup Labels

Volunteer Services cashed in 58,000 of 62,000 labels. Five departments ordered supplies and equipment with the redeemed labels. Five volunteers affiliated with RSVP provided assistance.

Box Tops for Education

Volunteer Services redeemed 2,200 box tops. Cardinal School received \$220.00.





*Parents Committee President
is Honored for Many Years
of Service*



COMMUNITY SERVICES PROGRAMS

Admission Services

Community Capacity Team

Developmental Evaluation Clinic

Outpatient Dental Clinic

Short-Term Care Unit

Short-Term Assessment Program

Transition to Community Living Services

Admission Services

PROGRAM HIGHLIGHTS

Admission staff serves and supports individuals with developmental disabilities, their families and community agencies. Admissions case managers arrange admission meetings, discharge staffings, and training sessions for parents, caregivers and community staff.

A significant increase in referrals is noteworthy this fiscal year. The number of screenings completed by admission staff increased seventy-one percent from this time last year.

This year through the Physical Assessment and Evaluation & Treatment programs, a total of 184 individuals were served. Some individuals were served more than one time.

Physical Assessment Program

One hundred and forty-two individuals were provided services this fiscal year. Significant medical, nursing and therapy concerns are addressed during each one to two week stay. Services provided in this program include dental examination and cleaning; dietary consultation; occupational, physical, speech, respiratory, and recreation therapy assessments; equipment review; and medical evaluations, with laboratory work and immunizations.

Central Center's Rehabilitation Technology Department has made wheelchair-seating systems for a number of former clients. During short-term admissions these systems can be adjusted or modified to meet the changing positioning needs of the individual.

Short Term Care for Evaluation and Treatment

A total of forty-two clients received services in this program. Average length of stay is three to twelve weeks. Evaluation is provided by multiple disciplines. A treatment plan is developed and clients receive active treatment in therapy and programming. The goal of the program is to facilitate positive change in areas to improve health and functioning. A number of clients are admitted each year requiring post-surgery rehabilitation. Requests for admission to address wheelchair-seating system issues have remained a vital part of this program. With all admissions, training and follow up services are provided. As a part of discharge planning for certain individuals, hands-on training, active treatment videos, as well as follow-along services were offered to therapists, school personnel, case managers, caregivers and family members.



*Pre-admission Social Worker
Makes a Home Visit*

Satisfaction Survey

During the past fiscal year a follow-up questionnaire was sent to families and guardians, as well as the counties that utilized the short-term admission programs for the first time. The purpose of this survey was to determine the level of satisfaction regarding services received, and to learn how the program might be improved. Twenty-two surveys were returned. The results of the survey were overwhelmingly positive. Examples of comments included:

- ◆ "I look forward to the goals and new ideas you offer."
- ◆ "The staff genuinely cares about our daughter."
- ◆ "Informative, well organized exit staffing."
- ◆ "The service that CWC provides the individual, family and community provides expert recommendations that are needed in order for that individual to remain in the community."

TABLE X ADMISSION CASE STATISTICS

NEW CLIENTS.....	37
PHYSICAL ASSESSMENT ADMISSIONS	142
EVALUATION AND TREATMENT ADMISSIONS	42
ALTERNATE PLANNING	20
PARENT/AGENCY TRAINING.....	40
STAFFINGS	55
SCREENINGS	48



Community Capacity Team

PROGRAM HIGHLIGHTS

In FY 03, the Central Wisconsin Center Community Capacity Team consists of two Community Services social workers and the Community Services psychologist, with additional Central Center staff being called upon as needed.

Individuals who have transitioned from living at Central Center to the community have been actively followed by the Capacity Team social workers. The team has provided consultation to Community Integration Program staff, county and community agencies, and families and guardians. Assistance consists of program planning and development of supports for adaptation to new living and work environments. The team coordinates the services of other disciplines at Central Center in providing individual follow up and training.

The Capacity Team social workers continue to spearhead the "cost-out" estimates for all people living at Central Center. Essential Lifestyle Plans continue to be developed for people as part of the community living transition process.

During the FY 03, the Capacity Team psychologist provided consultation, training and alternate planning services to state, county and community agencies, and to families and guardians for persons with developmental disabilities throughout the State of Wisconsin. Services include assistance regarding program planning, environmental adaptations, behavior management strategies and issues of aging for people with developmental disabilities.



Developmental Evaluation Clinic (DEC)

PROGRAM HIGHLIGHTS

The Developmental Evaluation Clinic (DEC) provides a clinical inpatient evaluation program with services to clients statewide.

Requests for five-day DEC evaluations have increased. For the past several years, evaluations have been limited to two per month. Due to limited space for evaluations, alternate community planning and consultative services have increased. There has also been an increase in requests for services for clients with Down syndrome and issues of aging.

The DEC Coordinator provides all case management and coordination of evaluations, staffings, and follow-up services. Evaluations, which are accomplished by CWC staff, most frequently include medical, genetic, dietary, education/vocational, psychological, psychiatric, pharmacy, occupational therapy, physical therapy, audiology, and communication assessments. Consistency of staff involved has been attained in most services. Staff physicians and medical residents from the University of Wisconsin Hospital-Rehabilitation Medicine Clinic have become an integrated part of the program.

A total of twenty clients received comprehensive evaluations during ten, five-day, evaluation periods. Many of the clients evaluated required extensive care and supervision due to medical concerns, challenging behaviors and issues of dementia.

During Fiscal Year 2003, alternate planning services were provided in the community, by the DEC Coordinator, for 32 clients, due to the urgency to resolve problems, including family crises. In addition to alternate planning services, 174 intensive community based behavioral and psychological consultations, and 192 telephone consultations were performed by the DEC Coordinator. Recommendations, technical assistance and follow up services were provided to individuals, families, county and community agencies, the courts and DCTF central office.

Requests for evaluation and consultation services for clients with Down syndrome and issues of aging, particularly diagnosis of Alzheimer disease have increased during the past several years. To foster community understanding of these issues, materials and a training packet were revised and expanded. Workshops were provided at Central Center and in communities throughout the State. The training content is periodically revised and additional community workshops are being scheduled. The Wisconsin Alzheimer Association has listed the DEC program as its contact for assistance for people with developmental disabilities and Alzheimer disease.

The DEC used a follow-up questionnaire for parents/guardians and for community agencies as a means of assessing satisfaction with the DEC Program. Results of this survey have been overwhelmingly positive, with comments reflecting appreciation of the professionalism of the evaluation team, compassion shown to the clients, and thoroughness of the staffing and written reports.

**TABLE XI
DEC Statistics
Fiscal Year 2003**

Evaluation Unit			
Referrals.....			71
Screenings.....			36
Evaluations			20
Staffings.....			20
Alternate Planning			32
Behavioral Consultations			
Onsite Consultations.....			174
Telephone Consultations			192
Training Provided On-Site In The Community			
9-02	Developmental Disability and Behavior	Crawford County.....	75
9-02	Behavior Management Techniques	Milwaukee County ...	20
10-02	Overview of Developmental Disabilities	UW-Milwaukee.....	20
11-02	Down Syndrome and Alzheimer Disease	Green Lake.....	20
4-03	Supporting People with Dementia	Green Bay	55
5-03	Down Syndrome and Alzheimer Disease	Dane County.....	35
Total Trained			225



Outpatient Dental Clinic

PROGRAM HIGHLIGHTS

The Dental Outpatient Clinic provides dental care and treatment to people with developmental disabilities who reside in the community. Clients are people who formerly lived at Central Wisconsin Center, as well as Northern or Southern Wisconsin Center. The number of people seeking dental care is growing constantly.

Outpatient clients are usually seen every six months. Treatments include exams, cleaning and prophylaxis, x-rays, restorations, and extractions.

Billing is submitted to Medical Assistance, through Electronic Data Systems, for all dental treatment. This fiscal year, the clinic has generated nearly \$4000 in reimbursements.



Short-Term Care Unit

PROGRAM HIGHLIGHTS

The Short Term Care Unit-A provides medical and nursing services for people living at Central Center during times of acute illness, recovery from surgery, or during periods in which supportive nursing or other services are needed to meet complex health care needs. Some of the complex health care needs include administration of intravenous fluids and intravenous antibiotic therapy, administration of supplemental pain medication, and administration of supplemental oxygen and respiratory monitoring. There were 97 admissions to the Short Term Care Unit -A during the past year.

The goal of the Short Term Care Unit-B is to support the person with disabilities living in a community setting. The multi-disciplinary team of the Short Term Care Unit provides diagnostic, evaluative, treatment, and planning services for clients who have developmental disabilities and reside in the community. Support for a person with developmental disabilities who resides in the community may also



Short-Term Care Unit Garden

include post-operative care especially following orthopedic surgery. Individuals receiving services in the Short Term Care Unit are admitted to Central Center for a period of five days to three months. Upon discharge, a staffing is held with families and community staff to discuss evaluation results and recommendations for supports needed.

The Short Term Care Unit continues to support the specialty clinics held at CWC; 42 individuals were seen at GYN Clinic, 146 individuals were seen at Epilepsy Clinic, 64 individuals were seen at Podiatry Clinic, and 212 individuals were seen at Ophthalmology Clinic. Bone density studies have been done for 137 individuals.



Short-Term Assessment Program

PROGRAM HIGHLIGHTS

Central Wisconsin Center opened a new, 12-bed inpatient assessment program in January of 2003. The program is referred to as the Short Term Assessment Program and is located in the remodeled Stevens Hall East.

The goal of the Short Term Assessment Program is to support individuals with severe disabilities and complex psychiatric/behavioral issues who are currently living in a community setting. During an individual's stay, treatment interventions may be treated but the primary

objective is a comprehensive assessment of the individual with treatment as a secondary objective. The recommended length of stay is 5-28 days.

The following service areas provide interdisciplinary assessments:

- ◆ Medical/Nursing Services
- ◆ Psychiatric Services
- ◆ Behavioral/Psychological Services
- ◆ Physical Therapy
- ◆ Occupational Therapy
- ◆ Therapeutic Recreation
- ◆ Music Therapy
- ◆ Speech Therapy
- ◆ Dietary Services
- ◆ Education Services
- ◆ Adaptive Physical Education
- ◆ Vocational Services
- ◆ Pharmacy Services
- ◆ Other specialized services upon request

Through 6/30/03 a total of 15 individuals have been served in the Short-Term Assessment Program. The average length of stay has been 31 days though a more typical stay has been 28 days. Additional characteristics of the individuals served through 6/30/03 include:

- ◆ Sex: 60% are Males - 40% are Females
- ◆ Ages: Age range: 9-21 with an average age of 15.7 years
- ◆ Individuals from twelve different counties have received services



Transition to Community Living

PROGRAM HIGHLIGHTS

Seven individuals moved from Central Wisconsin Center (CWC). One child and four adults moved to the community with Community Integration Program (CIP 1A) funding. Three adults moved to Adult Family Homes. One adult moved to a CBRF. One child moved to a Foster Home. Another moved to a Treatment Foster Home. A third child returned to her family home. Transition to Community Living (TCL) staff also facilitated the return to the community for a woman previously discharged from CWC, but who had returned to CWC for short-term care to stabilize her health, and to allow for time to develop another residential resource. Essential Lifestyle Plans were completed for one adult, and updated for another. Both of these individuals have since moved to the community.

Transition activity occurred for another 20 people living at Central Center. Those activities included contacts with counties asking their intentions regarding transition planning for specific people, assistance to families to learn about available community resources, reviews of people by county case managers, assessments completed by residential agencies, and active development and planning for a transition.

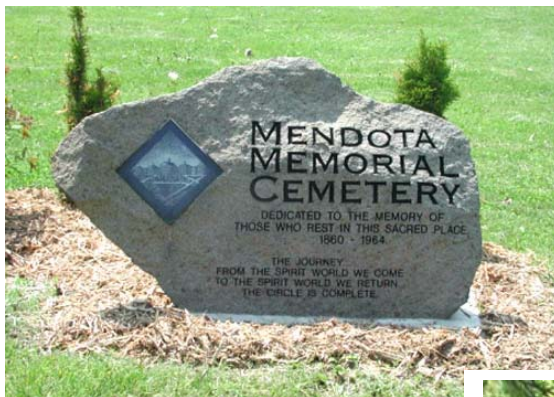
Thirteen Community Transition follow-up questionnaires were sent during this fiscal year. 10 surveys or 77 percent were returned. The survey evaluated the level of satisfaction that guardians, county and community agencies have with the Center's transition process. The results from the survey indicated a high degree of satisfaction (93 percent) with the transition process and staff cooperation and performance. Comments from the survey included: (I am particularly impressed with) "how involved CWC still was after the move and how willing they were to help", "the amount and detail of written reports forwarded, and the inclusion of a (training) video." The questionnaires will continue to be used as a tool to evaluate the effectiveness and efficiency of services and support provided by CWC before, during and immediately after an individual's move to the community.

Transition staff began distribution of the Parent/Guardian Follow-Up Survey that seeks feedback on the quality of services received by people who have lived at CWC and their families. Surveys were mailed to parents/guardians of people who were discharged after July 1, 2000. Of the twenty-five surveys that were mailed, 11 surveys (44 percent) were returned. 93 percent of responses indicated that the quality of CWC services met or exceeded expectations of parents/guardians. When asked to list the three Center services that were most helping in maintaining the individual's well-being, a wide array of services were listed, including medical, nursing, nutrition, social service, personal care, physical and occupational therapy, music and recreation services, as well as administration. Additional comments included: "I am very pleased and impressed by all of the services (my daughter) received;" "We feel that the entire (CWC) community gave our daughter as much attention (as) she (needed) in her everyday activities." Others commented positively about the cleanliness and upkeep of buildings, and respect shown to those who live here.

Transition staff and Milwaukee County staff met in July 2002, April 2003, and June 2003 to identify people for future moves and to help develop transition plans for people living at CWC. Seven people were identified during the June 2003 meeting for which screenings for transition planning will be done by Milwaukee County case managers. These seven were chosen either because they have cost estimates below the projected Community Integration Program (CIP) rate, have been identified for transition planning by the Utilization Review Team, or have parent/guardian support for transition planning.

Transition staff completed Community Support Cost Estimates on all people living at CWC. Of the 337 for whom cost estimates were completed, 51 had cost estimates below the proposed CIP rate of \$325.00. Sixteen of those below the proposed CIP rate are also identified as appropriate for transition planning.





On May 23, 2003 a Civil War Veteran was Honored at a Ceremony at Mendota Memorial Cemetery

The Cemetery is Located on Central Center Grounds



**Editor
Assistant Editor
Layout & Publisher
Printer**

**Jeff Tagliapietra
Bonnie Schlimgen
Ruth Mertens
Teresa Justman**